GENESYS

Interaction Concentrator Physical Data Model for a PostgreSQL Database

Interaction Concentrator 8.1.5

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Physical Data Model for a PostgreSQL Database

Interaction Database (IDB) structure is divided into nine schemas:

Core	76 tables, containing data related to configuration, calls and parties, attached data, logins and sessions, services and dictionaries, and logs.
Outbound Contact	12 tables, containing data relating to Genesys Outbound Contact.
Multimedia Attached Data	2 tables, containing details related to attached data in multimedia interactions.
Virtual Queue	1 table, containing data related to virtual queues in call processing.
Custom States	3 tables, containing data related to user data attached to voice interactions.
Custom Dispatcher Attached Data	1 table, containing data related to attached call data from a custom attached data dispatcher.
Data Source Session Control	5 tables, containing data related to session control for each ICON provider.
Active Call and Active Interaction	2 tables, containing data related to the latest states of active calls and interactions.
Virtual Queue History	1 table, containing data related to Universal Routing Server timestamps for virtual queues.

This document presents these schemas in separate chapters, each containing one or more detailed diagrams of the schema and an examination of its tables, presented in alphabetical order. The examination includes descriptions of each table and each of the table's fields. Field descriptions include a summarization of the most common database properties, such as data type and key information. Some of the abbreviations used to characterize fields throughout this document are:

- P, for primary key
- M, for mandatory field
- F, for foreign key

Abbreviations for index characterizations include:

- U, for unique
- C, for cluster

The field names in this document are provided in a free-style format with regard to letter case (for example, TenantID instead of TENANTID), whereas the actual field names are in uppercase in the SQL scripts used to initialize IDB.

> ### Important
>
> The List of Indexes for each schema, as well as the table-specific Index List after the applicable tables, includes only the indexes that are considered part of the baseline schema. The IDB initialization and upgrade scripts might create additional indexes to streamline IDB functioning for a particular schema version. In some cases, the scripts might drop some of the baseline indexes listed in this document.
>
> Tables partitioned for use with the purgePartition811 stored procedure have global indexes for all indexes identified in this PDM as unique and local indexes for all non-unique indexes.

System Fields

Certain fields appear in multiple tables. These fields, whose field names all begin with GSYS_, are reserved for use by internal Genesys system functions.

The following fields can have special and unique meanings in various tables:

- GSYS_EXT_VCH1
- GSYS_EXT_VCH2
- GSYS_EXT_INT1
- GSYS_EXT_INT2

The following fields have identical meanings regardless of where they appear:

- GSYS_DOMAIN—In all operational tables, contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. The DSS_ID identifies the session in the data source session control tables (the G_DSS_*_PROVIDER tables, where the asterisk represents the particular provider, as specified by the ICON role—cfg, gcc, gls, gos, or gud). The value points to (a) a data source session ID that uniquely identifies the connection between the ICON application, the data source application (for example, T Server), and the switch; and (b) the timeframe during which the connection was active.

  In other tables, GSYS_DOMAIN is reserved for internal use.

- GSYS_PARTITION—A key that is used for partitioning.
- GSYS_SYS_ID—Reserved for internal use.
- GSYS_SEQ—The non-unique sequence number of the statements to be inserted into the database.
- GSYS_USEQ—The non-unique sequence number of the statements to be updated in the database.
- GSYS_TS—Reserved for internal use
- GSYS_TC—Reserved for internal use

Document Change History

This section lists content that is new or that has changed significantly since the first release of this document. The most recent changes appear first.

New in Version 8.1.514.47

The size of the GC_GROUP.Script column has been increased from 255 to 1024 characters in Microsoft SQL Server, Oracle, and PostgreSQL deployments.

New in Version 8.1.514.08

The following indexes have been added:

- G_AGENT_STATE_HISTORY
    - IDX_G_AGENT_STATE_H_PID_TYPE
    - IDX_G_AGENT_STATE_H_LSID_LSEQ
- G_PARTY
    - IDX_G_PARTY_GE_INT_CID

New in Document Version 8.1.512.00

- The field lengths in the following fields for all supported RDBMSs have been increased to accommodate longer values:
    - The datatype for the G_SUBJECT in the GM_F_USERDATA table has the following changes:
        - For Microsoft SQL, PostgreSQL, and DB2 RDBMSs, changed from varchar(255) to varchar(1024).
        - For Oracle RDBMSs, changed from VARCHAR2(255) to VARCHAR2(1024).
        - For multi-language Microsoft SQL RDBMSs, changed from nvarchar(255) to nvarchar(1024).
    - The datatype for the VALUE field in the G_USERDATA_HISTORY and G_SECURE_USERDATA_HISTORY tables has the following changes:
        - For Microsoft SQL, PostgreSQL, and DB2 RDBMSs, changed from varchar(255) to varchar(1024)
        - For Oracle RDBMSs, changed from VARCHAR2(255) to VARCHAR2(1024).
    - The datatype for all of the CNT_* fields in the G_CALL_STAT and G_PARTY_STAT tables have been changed from SMALLINT to INTEGER (or, for Microsoft SQL databases, to int).
- Corrected the description of the Seq field in the G_AGENT_STATE_HISTORY table description.
- Corrected the dictionary field value from 0 to NULL for G_DICTIONARY types 17, 71, and 73 and made the corresponding update in the following tables:
    - G_AGENT_STATE_HISTORY table, PENDINGSTATE field

- • GO_Campaign table, INTERNALREASON field

- • GO_CampaignHistory table, PREVSTATE field

- • G_LOGIN_SESSION table, AGENTID and LOGINID fields

- • GX_SESSION_ENDPOINT table, QUEUETYPE field

- • GS_AGENT_STAT_WM table, AGENTID field

- • GS_AGENT_STAT table, AGENTID field

- Removed the value 12 - `reason_code` - `records of this type track changes of reason codes of agent's state (when agent's state and workmode remain the same)` from G_DICTIONARY type 13 and also from the dictionary value list in the TYPE field of the G_AGENT_STATE_HISTORY table.

- Corrected the value in the GSYS_EXT_VCH1 field of the G_PARTY_HISTORY table for SIP Server environments.

- Corrected the description for the value 1 in the GSYS_EXT_INT1 field of the G_PARTY_HISTORY table.

- Corrected the description of the values stored for voice and for multimedia interactions in the CSEQ field of the G_PARTY_HISTORY table.

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
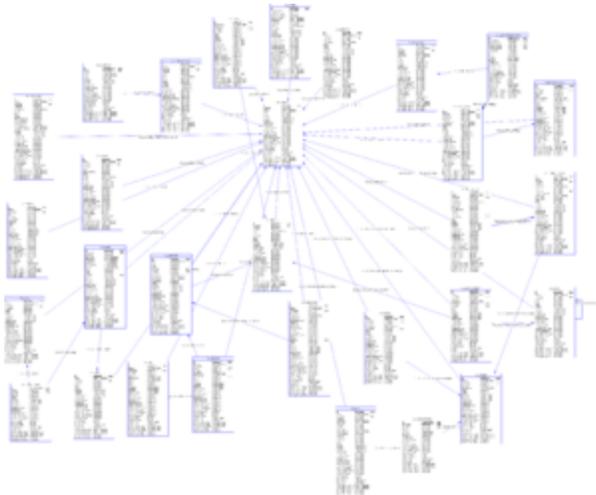
Configuration Tables - diagram 3 of 3 View Large

Call- and Party-Related Tables View Large

Attached Data-Related Tables View Large
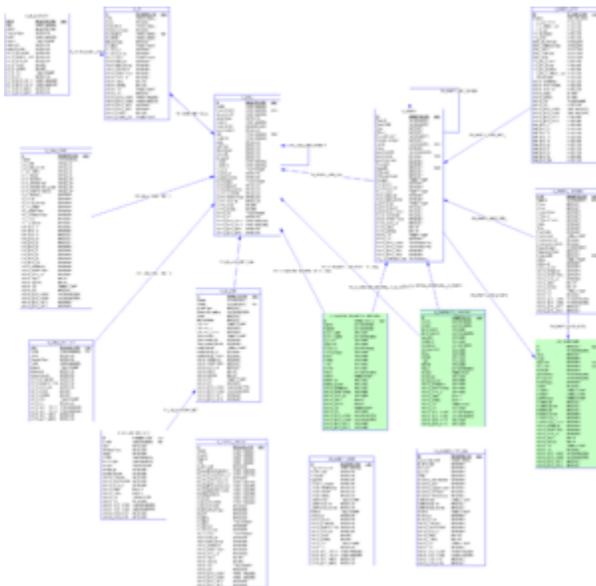
Login- and Session-Related Tables View Large
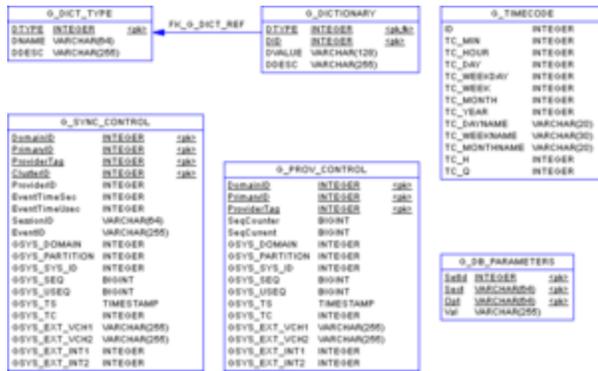
Service- and Dictionary-Related Tables View Large
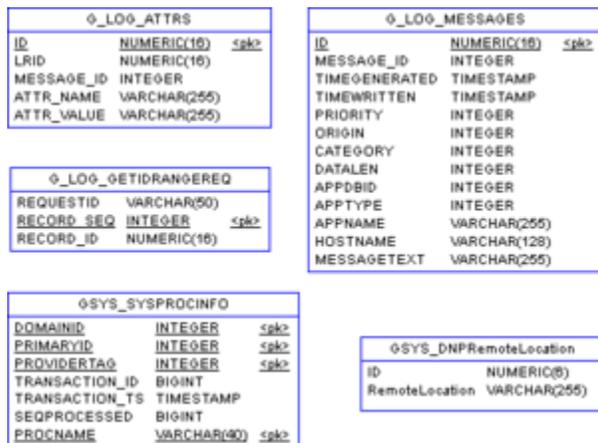
Log- and System-Related Tables View Large

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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GCX_ENDPOINT_PLACE	IDX_ENDPOINT_PLACE		
GCX_FORMAT_FIELD	IDX_FORMAT_FIELD		
GCX_GROUP_AGENT	IDX_GROUP_AGENT		
GCX_GROUP_ENDPOINT	IDX_GROUP_ENDPOINT		
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GCX_LIST_TREATMENT	IDX_LIST_TREATMENT		
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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
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GCX_GROUP_ENDPOINT	GC_ENDPOINT	GROUP_ENDPOINT_TO_ENDPOINT	EndPointID
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GCX_LIST_TREATMENT	GC_CALLING_LIST	FK_GCX_LSTTRT	ListID
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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

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G_CALL_STAT	G_CALL	CALL_STAT_TO_CALL	n/a
G_DICTIONARY	G_DICT_TYPE	DICTIONARY_TO_DICT__TYPE	DTYPE
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G_IS_LINK	G_CALL	IS_LINK_REFERENCES_CALL	CallID
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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	PartyID
G_PARTY_STAT	G_PARTY	PARTY_STAT_TO_PARTY	n/a

Child Table	Parent Table	CODE	F
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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

Table 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.

Note: In a SIP Cluster environment, this table might not be populated because the objects about which this table typically stores information are not required. However, if the objects usually recorded in this table are created in the Configuration Layer, data about them appears in the table in the same way as in a non-Cluster environment.

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 the record. This is the primary key.
PlaceID	integer		X	X	The DBID of the Place object that is associated with AgentID (the agent).
AgentID	integer		X	X	The DBID of the Person object (the agent) that is associated with

Column	Data Type	P	M	F	Description
					PlaceID (the place).
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	timestamp				The GMT-equivalent date and time when this association was removed.
GSYS_DOMAIN	integer				Contains the data source session ID

Column	Data Type	P	M	F	Description
					(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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from

Column	Data Type	P	M	F	Description
					Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was

Column	Data Type	P	M	F	Description
					requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

Table 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.

> **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.
GroupID	integer		X	X	The DBID of the AgentGroup or PlaceGroup that is associated with CampaignID (the campaign).
CampaignID	integer		X	X	The DBID of the campaign that is associated with GroupID (the AgentGroup or PlaceGroup).

Column	Data Type	P	M	F	Description
Description	varchar(255)				Free-format description
CPDServerID	integer			X	The DBID of the CPD Server Application that is associated with this record.
IsActive	integer		X		This is an indicator of whether the campaign on behalf to this group is active. It corresponds to the CfgFlag enumeration (Configuration Server). One of the following values: • 0—Unknown • 1—False • 2—True #DICTIONARY TYPE 509
DialMode	integer				A dedicated dial mode for this group. It corresponds to the CfgDialMode enumeration (Configuration Server). For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 521
OrigDNID	integer			X	A DBID of the DN from where

Column	Data Type	P	M	F	Description
					the dialing should be performed.
NumOfChannels	integer				The maximum number of outbound channels that can be used by this group at one time.
OperationMode	integer				An operation mode. It corresponds to the CfgOperationMode enumeration (Configuration Server). One of the following values: • 0—Unknown Operation Mode • 1—Manual • 2—Scheduled #DICTIONARY TYPE 522
MinRecSize	integer				A record buffering parameter.
OptRecSize	integer				A record buffering parameter.
OptMethod	integer				An optimization method. It corresponds to the CfgOptimizationMethod enumeration (Configuration Server). One of the following values: • 0—Unknown Optimization Criteria

Column	Data Type	P	M	F	Description
					• 1—Agent Busy Factor • 2—Overdial Rate • 3—Average Waiting Time #DICTIONARY TYPE 523
OptMethodValue	integer				The value of the optimization method that is specified by optMethod property.
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time

Column	Data Type	P	M	F	Description
					when this association was written to IDB. This is not necessarily the actual creation time of the association.
Deleted	timestamp				The GMT-equivalent date and time when the association was removed.
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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server;

Column	Data Type	P	M	F	Description
					either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_TS field, to a record in the

Column	Data Type	P	M	F	Description
					G_TIMECODE table.

Table 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.

> ## 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 the record. This is the primary key.
ListID	integer		X	X	The DBID of the Calling List object that is associated with CampaignID (the campaign).
CampaignID	integer		X	X	The DBID of the Campaign object that is associated with ListID (the calling list).
Status	integer		X		The status of the object described by

Column	Data Type	P	M	F	Description
					the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	timestamp				The GMT-equivalent date and time when this association was removed.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from

Column	Data Type	P	M	F	Description
					the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_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 that is 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	P	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				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2—DELETED timestamp is that of the time when

Column	Data Type	P	M	F	Description
					configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table 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.

Important

In a SIP Cluster environment, this table might not be populated because the objects about which this table typically stores information are not required. However, if the objects usually recorded in this table are created in the Configuration Layer, data about them appears in the table in the same way as in a non-Cluster environment.

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.
EndPointID	integer		X	X	The DBID of the Endpoint object (DN) that is associated with PlaceID (the place).

Column	Data Type	P	M	F	Description
PlaceID	integer		X	X	The DBID of the Place object that is associated with EndPointID (the DN).
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	timestamp				The GMT-equivalent date and time when the association

Column	Data Type	P	M	F	Description
					was deleted.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_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 that is used for partitioning.
GSYS_SYS_ID	integer				System ID. Reserved for

Column	Data Type	P	M	F	Description
					future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON

Column	Data Type	P	M	F	Description
					startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GCX_FORMAT_FIELD

This table stores information about the associations between Formats and Fields, including terminated associations.

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.
FormatID	integer		X	X	The DBID of the Format object that is associated with FieldID.
FieldID	integer		X	X	The DBID of the Field object that is associated with FormatID.
Status	integer		X		The status of the record. One of the following values:

Column	Data Type	P	M	F	Description
					• 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	timestamp				The GMT-equivalent date and time when the association was deleted.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS

Column	Data Type	P	M	F	Description
					field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested

Column	Data Type	P	M	F	Description
					from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table 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.

> ## 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.
GroupID	integer		X	X	The DBID of the Agent Group object that is associated with AgentID (a Person object).
AgentID	integer		X	X	The DBID of the Person object (the agent) that is associated with GroupID (the agent group).
Status	integer		X		The status of the object

Column	Data Type	P	M	F	Description
					described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	timestamp				The GMT-equivalent date and time when the association was deleted.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference,

Column	Data Type	P	M	F	Description
					derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_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 that is 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

Column	Data Type	P	M	F	Description
					unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of

Column	Data Type	P	M	F	Description
					the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table 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.

Note: In a SIP Cluster environment, this table might not be populated because the objects about which this table typically stores information are not required. However, if the objects usually recorded in this table are created in the Configuration Layer, data about them appears in the table in the same way as in a non-Cluster environment.

> ### Tip
>
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>
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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.
GroupID	integer		X	X	The DBID of the DN Group object that is associated with EndPointID (the DN).
EndPointID	integer		X	X	The DBID of the DN object that is associated with GroupID (the

Column	Data Type	P	M	F	Description
					DN group).
Status	integer		X		The status of the record. One of the following: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	timestamp				The GMT-equivalent date and time when this association was deleted.
Created_ts	integer				The UTC-equivalent value of the CREATED field.

Column	Data Type	P	M	F	Description
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_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 that is used for partitioning.
GSYS_SYS_ID	integer				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update

Column	Data Type	P	M	F	Description
					Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp

Column	Data Type	P	M	F	Description
					is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table 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.

Note: In a SIP Cluster environment, this table might not be populated because the objects about which this table typically stores information are not required. However, if the objects usually recorded in this table are created in the Configuration Layer, data about them appears in the table in the same way as in a non-Cluster environment.

> ## Tip
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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.
GroupID	integer		X	X	The DBID of the Place Group object that is associated with PlaceID (the Place).
PlaceID	integer		X	X	The DBID of the Place object that is associated with

Column	Data Type	P	M	F	Description
					GroupID (the Place Group).
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	timestamp				The GMT-equivalent date and time when this association was deleted.
Created_ts	integer				The UTC-equivalent value of the

Column	Data Type	P	M	F	Description
					CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_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 that is used for partitioning.
GSYS_SYS_ID	integer				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.

Column	Data Type	P	M	F	Description
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED

Column	Data Type	P	M	F	Description
					timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GCX_GROUP_ROUTEDN

This table stores information about the associations of Agent/Place/DN Groups to Route DNs, including terminated associations.

> **Tip**
>
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>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	bigserial	X	X		The unique, autonumbered ID of this record. This is a primary key.
GroupID	integer		X	X	The DBID of the Group (Agent, Place, DN) object that is associated with EndPointID (the Route DN object).
EndPointID	integer		X	X	The DBID of the Route DN object that is associated with GroupID (the Agent, Place, or DN group).
Status	integer		X		The status of

Column	Data Type	P	M	F	Description
					the record. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (deleted). #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	timestamp				The GMT-equivalent date and time when this association was deleted.
Created_ts	integer				The UTC-equivalent value of the CREATED value.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-

Column	Data Type	P	M	F	Description
					equivalent value of the DELETED value.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag

Column	Data Type	P	M	F	Description
					indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:
					• 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
					• 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
					• 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either

Column	Data Type	P	M	F	Description
					during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table 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.

> ## 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.
>
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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.
ListID	integer		X	X	The DBID of the Calling List object that is associated with TreatmentID (the treatment).
TreatmentID	integer		X	X	The DBID of the Treatment object that is associated with ListID (the calling list).
Status	integer		X		The status of the object described by

Column	Data Type	P	M	F	Description
					the record. One of the following values:
					• 0—The status is unknown. Reserved for when ICON is unable to determine record status.
					• 1—Record is active.
					• 2—Record is inactive (object is deleted).
					• 1 0—Synchronization is in progress for an active record.
					#DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	timestamp				The GMT-equivalent date and time when this association was deleted.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from

Column	Data Type	P	M	F	Description
					the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_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 that is 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	P	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				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when

Column	Data Type	P	M	F	Description
					configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GCX_LOGIN_INFO

This table stores information about the associations of agent to agent logins, including terminated associations.

Note: In a SIP Cluster environment, this table might not be populated because the objects about which this table typically stores information are not required. However, if the objects usually recorded in this table are created in the Configuration Layer, data about them appears in the table in the same way as in a non-Cluster environment.

> ## Tip
>
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>
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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.
LoginID	integer		X	X	The DBID of the Agent Login object that is associated with AgentID (the Person object).
AgentID	integer		X	X	The DBID of the Person object (the agent) that is

Column	Data Type	P	M	F	Description
					associated with LoginID.
WrapupTime	integer				The wrap-up time, in seconds, that is associated with this login identifier.
Status	integer		X		The status of the object described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	timestamp				The GMT-

Column	Data Type	P	M	F	Description
					equivalent date and time when the association was deleted.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_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 that is used for

Column	Data Type	P	M	F	Description
					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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration

Column	Data Type	P	M	F	Description
					Server, either during the initial ICON startup or during synchronization.
					• 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
					• 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GCX_OBJTABLE_RECORD

This table stores information about associations between Objective Tables and- Enumerator Values, including terminated associations.

> ## Tip
>
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>
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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.
ObjTableID	integer		X	X	The DBID of the Objective Table object that is associated with this record.
MediaTypeID	integer		X	X	The DBID of the Media Type (Attribute Value) object that is associated with ObjTableID.
ServiceTypeID	integer		X	X	The DBID of the Service Type (Attribute

Column	Data Type	P	M	F	Description
					Value) object that is associated with ObjTableID.
CustSegmentID	integer		X	X	The DBID of the Customer Segment (Attribute Value) object that is associated with ObjTableID.
Threshold	integer				An objective threshold for this record
Delta	integer				An objective delta for this record
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time

Column	Data Type	P	M	F	Description
					when the record was written to IDB. This does not necessarily reflect the actual creation time of the record.
Deleted	timestamp				The GMT-equivalent date and time when this association was deleted.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_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

Column	Data Type	P	M	F	Description
					description in System Fields (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.

Column	Data Type	P	M	F	Description
					• 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during

Column	Data Type	P	M	F	Description
					synchronization.
GSYS_EXT_INT2	integer				Reserved

Table 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.

> ## 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.
>
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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.
SkillID	integer		X	X	The DBID of the Skill object that is associated with AgentID (the agent).
AgentID	integer		X	X	The DBID of the Person (Agent) object that is associated with SkillID (the skill).
SLevel	integer				The skill level of the Agent
Status	integer		X		The status of

Column	Data Type	P	M	F	Description
					the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the record was written to IDB. This does not necessarily reflect the actual creation time of the record.
Deleted	timestamp				The GMT-equivalent date and time when this record was marked for deletion.
Created_ts	integer				The UTC-equivalent value of the CREATED field.

Column	Data Type	P	M	F	Description
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_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 that is used for partitioning.
GSYS_SYS_ID	integer				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update

Column	Data Type	P	M	F	Description
					Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp

Column	Data Type	P	M	F	Description
					is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
					• 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GCX_SUBCODE

This table stores information about associations of Action Codes to Subcodes, including terminated associations.

> ## Tip
>
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>
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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.
CodeID	integer		X	X	The DBID of the Action Code object that is associated with the subcode.
Name	varchar(255)		X		Subcode name
Code	varchar(255)		X		Subcode ID
Status	integer		X		The status of the object described by the record. One of the following values:

Column	Data Type	P	M	F	Description
					• 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—ynchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	timestamp				The GMT-equivalent date and time when this record was deleted.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS

Column	Data Type	P	M	F	Description
					field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested

Column	Data Type	P	M	F	Description
					from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_ACTION_CODE

This table stores information about the configuration of Action Code objects.

> **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.
>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	integer	X	X		The DBID of the Action Code object. This is the primary key.
Name	varchar(255)		X		The name of the Action Code object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Type	integer		X		The type of the Action Code. This corresponds to the CfgActionCodeType enumeration (Configuration

Column	Data Type	P	M	F	Description
					Server). For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 514
Code	varchar(255)		X		Index or abbreviation of the Action Code
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when

Column	Data Type	P	M	F	Description
					ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when the object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.

Column	Data Type	P	M	F	Description
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_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,

Column	Data Type	P	M	F	Description
					Oracle, or PostgreSQL, respectively).
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when

Column	Data Type	P	M	F	Description
					configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_AGENT

This table describes information about the configuration of Person (Agent) objects.

> **Tip**
>
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>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	integer	X	X		DBID of the Person object. This is the primary key.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
UserName	varchar(255)		X		Person's user name (logon name).
FirstName	varchar(64)				Person's first name.
LastName	varchar(64)				Person's last name.
EmployeeID	varchar(64)		X		Code identifying this person within the Tenant's

Column	Data Type	P	M	F	Description
					staff. This value must be no longer than 64 characters.
Email	varchar(255)				Person's e-mail address.
Type	integer		X		The flag showing whether this Person object is configured as an Agent or a Supervisor (non-Agent). This corresponds to the CfgFlag enumeration (Configuration Server). One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine agency. • 1—False. The Person object does not have the Is Agent flag; it is a Supervisor. • 2—True. The Person object has the Is Agent flag; it is an Agent. #DICTIONARY TYPE 509
State	integer		X		The object state. This corresponds to the CfgObjectState

Column	Data Type	P	M	F	Description
					enumeration (Configuration Server). One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
PlaceID	integer			X	The DBID of the Place that is assigned to this agent.
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization is in progress for an active record.

Column	Data Type	P	M	F	Description
					#DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	timestamp				The GMT-equivalent date and time when this object was removed.
LastChange	timestamp				The GMT-equivalent date and time of the last change to the object (including creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_TS field, to a

Column	Data Type	P	M	F	Description
					record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value in the LASTCHANGE_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested

Column	Data Type	P	M	F	Description
					from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_ANNEX

Modified: In release 8.1.514.28 (09/30/19), the data type for the ID field in Oracle RDBMSs was changed from NUMBER(6) to INTEGER.

This table stores information about changes to certain configuration options configured on the Annex tabs of the following object types:

- Person
- Agent Group
- DN
- DN Group
- Switch
- Agent Login

This information enables Genesys Interactive Insights to control visibility of certain data and reports based on attributes such as geographical location, business line, or organization structure. This table is populated only when ICON has the cfg role and the **cfg-annex** option configured.

> ## Tip
>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	serial	X			The unique, autonumbered ID of this record. This is the primary key.

Column	Data Type	P	M	F	Description
CFGOBJECTID	integer				The DBID of the configuration object.
CFGOBJECTTYPE	int2				The configuration object type: Person, Agent Group, DN, DN Group, or Switch.
SECTIONKEYHASH	integer				A hash value of the string identifying the section and key for each option. It is needed for indexing the records and to enable fast searching.
SECTIONNAME	varchar(255)				The name of the section on the object's Annex tab in which the specified option is located.
KEYNAME	varchar(255)				The option name as defined on the Annex tab of the configuration object.
TENANTID	integer				The DBID of the Tenant to which this object belongs.
VALUE	varchar(255)				The value set for the option on the Annex tab of the configuration object.
STATUS	int2				• 0—Unknown • 1—Enabled

Column	Data Type	P	M	F	Description
					• 2—Disabled/ terminated • 10—System use
CREATED	timestamp				The GMT-equivalent date and time when the specified option on the Annex tab of the configuration object was written to IDB. This is not necessarily the actual creation time of the option.
DELETED	timestamp				The GMT-equivalent date and time when the specified option on the Annex tab of the configuration object was deleted.
LASTCHANGE	timestamp				The GMT-equivalent date and time when the specified option on the Annex tab of the configuration object was last changed (including option creation or removal).
CREATED_TS	integer				The UTC-equivalent value of the CREATED field.
CREATED_TCODE	integer				A reference, derived from

Column	Data Type	P	M	F	Description
					the value of the CREATED_TS field, to the G_TIMECODE table.
DELETED_TS	integer				The UTC-equivalent value of the DELETED field.
DELETED_TCODE	integer				A reference, derived from the value of the DELETED_TS field, to the G_TIMECODE table.
LASTCHANGE_TS	integer				The UTC-equivalent value of the LASTCHANGE field.
LASTCHANGE_TCODE	integer				A reference, derived from the value of the LASTCHANGE_TS field, to the G_TIMECODE table.
GSYS_DOMAIN	integer				Reserved
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				The reason for

Column	Data Type	P	M	F	Description
					the update to the configuration object. This field can contain one of the following values: • 0—Active option, for which ICON received created or updated information from a real-time or history log notification from Configuration Server. • 1—Active option, for which ICON received created or updated information from synchronization. • 2—Deleted or terminated option, for which ICON received information either from a real-time or history log notification or during synchronization. • 3—Deleted or terminated option, for which ICON received created or

Column	Data Type	P	M	F	Description
					updated information from synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_APPLICATION

This table stores information about the configuration of Application objects.

> **Tip**
>
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>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	integer	X	X		The DBID of the Application object. This is the primary key.
Name	varchar(255)		X		The name of the object.
Type	integer		X		The type of Application. This corresponds to the CfgAppType enumeration (Configuration Server). ICON stores information about the following application types only:

Column	Data Type	P	M	F	Description
					• 1—T-Server • 10—CPD Server • 1 2—Outbound Contact Server • 18—Agent Desktop • 11 1—Interaction Server Refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively) for a full listing of CfgAppType values. #DICTIONARY TYPE 506
FolderID	integer				The DBID of the folder for the object.
Version	varchar(255)				Application version.
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled.

Column	Data Type	P	M	F	Description
					#DICTIONARY TYPE 500
Status	integer		X		The status of the record. One of the following: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when the object was removed.
LastChange	timestamp				The GMT-

Column	Data Type	P	M	F	Description
					equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	integer				Contains the data source session ID (DSS_ID) for

Column	Data Type	P	M	F	Description
					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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration

Column	Data Type	P	M	F	Description
					Server runtime notifications or the Configuration Server history log.
					• 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
					• 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
					• 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested

Column	Data Type	P	M	F	Description
					from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_ATTR_VALUE

This table stores information about the configuration of Enumerator Value (Attribute Value) objects.

> ### 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	integer	X	X		The DBID of the Attribute Value object. This is the primary key.
Name	varchar(255)		X		The name of the object. This is a non-changeable system name.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
AttributeID	integer		X	X	The DBID of the Business Attribute (Enumerator) to which this Attribute Value belongs.
FolderID	integer				The DBID of the Folder for

Column	Data Type	P	M	F	Description
					the object.
DisplayName	varchar(255)				The display name of the object. This value is changeable.
Description	varchar(255)				Free format description.
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the object described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active.

Column	Data Type	P	M	F	Description
					• 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when this object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE

Column	Data Type	P	M	F	Description
					table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value in the LASTCHANGE_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 that is used for partitioning.
GSYS_SYS_ID	integer				System ID.

Column	Data Type	P	M	F	Description
					Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the

Column	Data Type	P	M	F	Description
					initial ICON startup or during synchronization.
					• 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
					• 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_BUS_ATTRIBUTE

This tables stores information about configuration of Enumerator (Business Attribute) objects.

> **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.
>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	integer	X	X		The DBID of the Business Attribute object. This is the primary key.
Name	varchar(255)		X		The name of the object. This is a non-changeable system name.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Type	integer		X		The Business Attribute type. This corresponds to the

Column	Data Type	P	M	F	Description
					CfgEnumeratorType (Configuration Server). For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 556
DisplayName	varchar(255)				The display name of the object. This value is changeable.
Description	varchar(255)				Free format description.
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the record. One of the following values:

Column	Data Type	P	M	F	Description
					• 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when this object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).

Column	Data Type	P	M	F	Description
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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

Column	Data Type	P	M	F	Description
					System Fields (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED

Column	Data Type	P	M	F	Description
					timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.

Column	Data Type	P	M	F	Description
GSYS_EXT_INT2	integer				Reserved

Table GC_CALLING_LIST

This table stores information about the configuration of Calling List objects.

> **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	integer	X	X		The DBID of the Calling List. This is the primary key.
Name	varchar(255)		X		The name of the calling list object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Description	varchar(255)				Free format description.
TimeFrom	integer				The earliest time when a dial can be performed.
TimeUntil	integer				The latest time when a dial

Column	Data Type	P	M	F	Description
					can be performed.
MaxAttempts	integer				The maximum number of attempts that a single record can be dialed for one campaign.
FilterID	integer				The DBID of the Filter for this Calling List.
TableID	integer			X	The DBID of the Table Access to which the Calling List refers.
LogTableID	integer			X	The DBID of the Table Access (LogTable type) to which the Calling List refers.
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of

Column	Data Type	P	M	F	Description
					the object described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when this object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the

Column	Data Type	P	M	F	Description
					object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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

Column	Data Type	P	M	F	Description
					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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications

Column	Data Type	P	M	F	Description
					or the Configuration Server history log.
					• 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
					• 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
					• 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server,

Column	Data Type	P	M	F	Description
					either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_CAMPAIGN

This table stores information about the configuration of Campaign objects.

> **Tip**
>
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>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	integer	X	X		The DBID of the Campaign object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Description	varchar(255)				Free format description.
State	integer		X		The object's state. This corresponds to the CfgObjectState enumeration in

Column	Data Type	P	M	F	Description
					Configuration Server. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the object described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-

Column	Data Type	P	M	F	Description
					equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time of the actual removal of the object.
LastChange	timestamp				The GMT-equivalent date and time of last change in the object (including creation and removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent

Column	Data Type	P	M	F	Description
					value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the

Column	Data Type	P	M	F	Description
					reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the

Column	Data Type	P	M	F	Description
					initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_ENDPOINT

This table stores configuration information about endpoints, including DNs, scripts, and agent places.

> ## Tip
>
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>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	integer	X	X		The DBID of the DN object. This is the primary key.
DN	varchar(255)		X		The directory number.
Type	integer		X		The type of the DN. This corresponds to the CfgDNType enumeration IN Configuration Server. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).

Column	Data Type	P	M	F	Description
					#DICTIONARY TYPE 505
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE: 500
SwitchID	integer		X	X	The DBID of the Switch to which this DN belongs.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Association	varchar(255)				The entity that is permanently associated with this DN. For example: an IVR port number, a channel name, or an access number.
DNLoginID	varchar(255)				Login identifier used to

Column	Data Type	P	M	F	Description
					activate this DN.
RouteType	integer		X		The route type of the Action Code. This corresponds to the CfgRouteType enumeration in Configuration Server. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE: 504
Status	integer		X		The status of the object described by the record. One of the following: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for

Column	Data Type	P	M	F	Description
					an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when the object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the

Column	Data Type	P	M	F	Description
					DELETED_TS field, to the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_TS field, to 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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Alias assigned to DN.
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was

Column	Data Type	P	M	F	Description
					requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_FIELD

This table stores information about the configuration of Field objects.

> **Tip**
>
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>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	integer	X	X		The DBID of the Field object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Description	varchar(255)				Free format description.
DataType	integer		X		The data type of field in the database. This corresponds to CfgDataType enumeration in

Column	Data Type	P	M	F	Description
					Configuration Server. One of the following values: • 0—Unknown Data Type • 1—int • 2—float • 3—char • 4—varchar • 5—datetime #DICTIONARY TYPE 516
Length	integer				Length of field in the database.
FieldType	integer				The type of the Field corresponding to the CfgFieldType enumeration in Configuration Server. Refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively) for a complete listing of permissible values. #DICTIONARY TYPE 517
DefaultValue	varchar(255)				The default value of the Field.
IsPrimaryKey	integer				A flag which indicates whether a field is used as primary key. This corresponds to

Column	Data Type	P	M	F	Description
					the CfgFlag enumeration in Configuration Server. • 0—Unknown. • 1—False. Field is not used as a primary key. • 2—True. Field is used as a primary key. #DICTIONARY TYPE 509
IsUnique	integer				A flag which indicates whether a field is unique. This corresponds to the CfgFlag enumeration in Configuration Server. One of the following values: • 0—Unknown. • 1—False. Field is not unique. • 2—True. Field is unique. #DICTIONARY TYPE: 509
IsNullable	integer				A flag which indicates whether a field allows null values. This corresponds to the CfgFlag enumeration in Configuration Server. One of the following

Column	Data Type	P	M	F	Description
					values: • 0—Unknown. • 1—False. Field does not allow null values. • 2—False. Field does allow null values. #DICTIONARY TYPE: 509
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine

Column	Data Type	P	M	F	Description
					record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when the object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of

Column	Data Type	P	M	F	Description
					the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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).

Column	Data Type	P	M	F	Description
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested

Column	Data Type	P	M	F	Description
					from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_FILTER

This table stores information about the configuration of Filter objects.

> **Tip**
>
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>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	integer	X	X		The DBID of the Filter object. This is the primary key.
Name	varchar(255)		X		The name of the Filter object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Description	varchar(255)				Free format description.
FormatID	integer			X	The DBID of the Format to which this Filter is dedicated.

Column	Data Type	P	M	F	Description
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization is in progress for an active record.

Column	Data Type	P	M	F	Description
					#DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when the object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a

Column	Data Type	P	M	F	Description
					record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested

Column	Data Type	P	M	F	Description
					from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_FOLDER

This table stores information about the configuration of Folder objects.

> **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	integer	X	X		The DBID of the Folder object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
Type	integer		X		The type of the Folder. This corresponds to the CfgObjectType enumeration (Configuration Server). Refer to G_Dictionary Values (for DB2, Microsoft SQL Server,

Column	Data Type	P	M	F	Description
					Oracle, or PostgreSQL, respectively) for a complete listing of permissible values. #DICTIONARY TYPE 528
OwnerID	integer				The DBID of the owner object (Tenant, Switch, IVR, Business Attribute) of the folder.
OwnerType	integer				Type of the owner of the Folder. This corresponds to the CfgObjectType enumeration in Configuration Server. Refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively) for a complete listing of permissible values. #DICTIONARY TYPE 528
FolderID	integer				The DBID of the folder for the object.
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

Column	Data Type	P	M	F	Description
					• 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the record. One of the following: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not

Column	Data Type	P	M	F	Description
					necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when the object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LAST_CHANGE field.
LastChange_tcode	integer				A reference, derived from

Column	Data Type	P	M	F	Description
					the value of the LASTCHANGE_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED

Column	Data Type	P	M	F	Description
					fields. One of the following values:
					• 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
					• 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
					• 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
					• 3—Both

Column	Data Type	P	M	F	Description
					CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_FORMAT

This table stores information about the configuration of Format objects.

> **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	integer	X	X		The DBID of the Format object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Description	varchar(255)				Free format description.
State	integer		X		The object state corresponding to the CfgObjectState enumeration in

Column	Data Type	P	M	F	Description
					Configuration Server. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the object described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-

Column	Data Type	P	M	F	Description
					equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time of the actual removal of the object.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-

Column	Data Type	P	M	F	Description
					equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag

Column	Data Type	P	M	F	Description
					indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:
					• 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
					• 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
					• 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either

Column	Data Type	P	M	F	Description
					during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_GROUP

Modified: 8.1.514.47 (size of Script column increased from 255 to 1024 chars in Microsoft SQL Server, Oracle, and PostgreSQL deployments)

This table stores information about agent group, place group, and DN group configuration objects.

> ## 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.
>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	integer	X	X		The DBID of the Group object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Type	integer		X		The type of the Group corresponding to the CfgGroupType enumeration in Configuration

Column	Data Type	P	M	F	Description
					Server. One of the following values: • 0—Unknown Group Type • 1—Agent Group • 2—Place Group • 3—DN Group • 4—Access Group #DICTIONARY TYPE 540
DNGroupType	integer				The type of DN Group corresponding to the CfgDNGroupType enumeration in Configuration Server. This is applicable only to DN group records. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 508
State	integer		X		The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values:

Column	Data Type	P	M	F	Description
					• 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Script	varchar(1024)				The Virtual Agent Group skills expression. Starting with release 8.1.514.47 in Microsoft SQL Server, Oracle, and PostgreSQL deployments, the **cfg-long-vag-script** configuration option enables you to specify whether to store values up to 1024 characters or whether to limit the value to 255 characters. This is applicable only to Agent Group objects.
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when

Column	Data Type	P	M	F	Description
					ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when this object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.

Column	Data Type	P	M	F	Description
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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,

Column	Data Type	P	M	F	Description
					Oracle, or PostgreSQL, respectively).
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when

Column	Data Type	P	M	F	Description
					configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_IVR

This table stores information about the configuration of the IVR objects.

> ## 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	integer	X	X		The DBID of the IVR object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Type	integer		X		The type of the IVR. This corresponds to the CfgIVRType enumeration (Configuration Server). For a listing of permissible values, refer to

Column	Data Type	P	M	F	Description
					G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 524
Description	varchar(255)				Free-format description.
Version	varchar(255)				IVR version.
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the object described by the record. One of the following: • 0—The status is unknown. Reserved for when ICON is unable to

Column	Data Type	P	M	F	Description
					determine record status
					• 1—Record is active.
					• 2—Record is inactive (object is deleted).
					• 1 0—Synchronization is in progress for an active record.
					#DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when this object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from

Column	Data Type	P	M	F	Description
					the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value in the LASTCHANGE_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,

Column	Data Type	P	M	F	Description
					respectively).
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was

Column	Data Type	P	M	F	Description
					requested from Configuration Server, either during the initial ICON startup or during synchronization.
					• 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
					• 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_IVRPORT

This table stores information about the configuration of IVR Port objects.

> **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	integer	X	X		The DBID of the IVR Port object. This is the primary key.
Number_	varchar(255)		X		IVR port number.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
IVRID	integer		X	X	The DBID of the IVR to which this IVR Port belongs.
FolderID	integer				The DBID of the Folder for the object.
Description	varchar(255)				Free-format description.
EndPointID	integer			X	The DBID of the DN

Column	Data Type	P	M	F	Description
					associated with this IVR Port.
State	integer		X		The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in

Column	Data Type	P	M	F	Description
					progress for an active record. #DICTIONARY TYPE: 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when the object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from

Column	Data Type	P	M	F	Description
					the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value in the LASTCHANGE_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 that is 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

Column	Data Type	P	M	F	Description
					unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of

Column	Data Type	P	M	F	Description
					the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_LOGIN

This table contains information about configuration of Agent Login objects.

Important

In a SIP Cluster environment, this table might not be populated because the objects about which this table typically stores information are not required. However, if the objects usually recorded in this table are created in the Configuration Layer, data about them appears in the table in the same way as in a non-Cluster environment.

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	integer	X	X		The DBID of the Agent Login object. This is the primary key.
LoginCode	varchar(255)		X		The Agent Login code.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
SwitchID	integer		X	X	The DBID of the Switch to

Column	Data Type	P	M	F	Description
					which this agent login belongs.
FolderID	integer				The DBID of the Folder for the object.
State	integer		X		The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted).

Column	Data Type	P	M	F	Description
					• 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE: 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when this object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value for the CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value for the DELETED field.

Column	Data Type	P	M	F	Description
Deleted_tcode	integer				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value for the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value in the LASTCHANGE_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 that is used for partitioning.
GSYS_SYS_ID	integer				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.

Column	Data Type	P	M	F	Description
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED

Column	Data Type	P	M	F	Description
					timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_OBJ_TABLE

This table contains information about configuration of Objective Table objects.

> **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	integer	X	X		The DBID of the Objective Table object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Description	varchar(255)				Free format description.
State	integer		X		The object state corresponding to the CfgObjectState enumeration in

Column	Data Type	P	M	F	Description
					Configuration Server. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the object described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-

Column	Data Type	P	M	F	Description
					equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time of the actual removal of the object.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-

Column	Data Type	P	M	F	Description
					equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag

Column	Data Type	P	M	F	Description
					indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:
					• 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
					• 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
					• 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either

Column	Data Type	P	M	F	Description
					during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_PLACE

This table stores information about the configuration of Place objects.

Note: In a SIP Cluster environment, this table might not be populated because the objects about which this table typically stores information are not required. However, if the objects usually recorded in this table are created in the Configuration Layer, data about them appears in the table in the same way as in a non-Cluster environment.

> ## 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	integer	X	X		The DBID of the Place object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
State	integer		X		The object state. This corresponds to

Column	Data Type	P	M	F	Description
					the CfgObjectState enumeration (Configuration Server). One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the object described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization is in progress for an active record.

Column	Data Type	P	M	F	Description
					#DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when the object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the DELETED_TS field, to a record in the

Column	Data Type	P	M	F	Description
					G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the LASTCHANGE_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from

Column	Data Type	P	M	F	Description
					Configuration Server; either during the initial ICON startup or during synchronization.
					• 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_SCRIPT

This table stores information about the configuration of Script objects.

> ## 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	integer	X	X		The DBID of the Script object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Type	integer		X		The type of Script corresponding to the CfgScriptType enumeration in Configuration Server. For a listing of

Column	Data Type	P	M	F	Description
					permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE: 513
State	integer		X		The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the object described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to

Column	Data Type	P	M	F	Description
					determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE: 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when the object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference,

Column	Data Type	P	M	F	Description
					derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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

Column	Data Type	P	M	F	Description
					PostgreSQL, respectively).
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration

Column	Data Type	P	M	F	Description
					data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
					• 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
					• 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_SKILL

This table stores information about the configuration of Skill objects.

> ## 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	integer	X	X		The DBID of the Skill object. This is the primary key.
Name	varchar(255)		X		The name of the Skill object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values:

Column	Data Type	P	M	F	Description
					• 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the object described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent

Column	Data Type	P	M	F	Description
					date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when this object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent

Column	Data Type	P	M	F	Description
					value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the

Column	Data Type	P	M	F	Description
					reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values:
					• 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
					• 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
					• 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the

Column	Data Type	P	M	F	Description
					initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_SWITCH

This table stores information about the configuration of Switch objects.

> **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	integer	X	X		The DBID of the Switch object. This is the primary key.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Name	varchar(255)		X		The name of the configuration object.
Type	integer		X		The type of the Switch. This corresponds to the CfgSwitchType enumeration in Configuration

Column	Data Type	P	M	F	Description
					Server. Refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively) for a complete listing of permissible values. #DICTIONARY TYPE 501
LinkType	integer				The link type of the Switch. This corresponds to the CfgLinkType enumeration in Configuration Server. Refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively) for a complete listing of permissible values. #DICTIONARY TYPE 502
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values: • 0—Unknown. Reserved for when

Column	Data Type	P	M	F	Description
					ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization is in progress for an active record. #DICTIONARY TYPE: 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not

Column	Data Type	P	M	F	Description
					necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when this object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from

Column	Data Type	P	M	F	Description
					the value in the LASTCHANGE_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED

Column	Data Type	P	M	F	Description
					fields. One of the following values:
					• 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log.
					• 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
					• 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization.
					• 3—Both

Column	Data Type	P	M	F	Description
					CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_TABLE_ACCESS

This table stores information about the configuration of Table Access objects.

> **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	integer	X	X		The DBID of the Table Access object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Description	varchar(255)				Free format description.
Type	integer		X		The type of the Switch. This corresponds to the CfgSwitchType enumeration in

Column	Data Type	P	M	F	Description
					Configuration Server. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 501
FormatID	integer			X	The DBID of the Format for this Table Access.
UpdateTimeout	integer				A timeout, in seconds, between updates of table data in the application memory partition.
TableName	varchar(255)				The name of the table in the database.
IsCachable	integer				An indicator of whether or not the table data is mirrored in the application memory partition. Corresponds to the CfgFlag enumeration in Configuration Server. One of the following values: • 0—Unknown. • 1—True. • 2—False. #DICTIONARY TYPE 509

Column	Data Type	P	M	F	Description
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the object described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization

Column	Data Type	P	M	F	Description
					is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when the object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.

Column	Data Type	P	M	F	Description
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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 that is used for partitioning.
GSYS_SYS_ID	integer				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.

Column	Data Type	P	M	F	Description
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED

Column	Data Type	P	M	F	Description
					timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_TENANT

The table stores information about Tenant configuration objects.

> **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	integer	X	X		The DBID of the Tenant object. This is the primary key.
FolderID	integer				The DBID of the folder for the object.
Name	varchar(255)		X		The name of the object.
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: • 0—Unknown.

Column	Data Type	P	M	F	Description
					Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the tenant. One of the following: unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-

Column	Data Type	P	M	F	Description
					equivalent date and time when the object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Column	Data Type	P	M	F	Description
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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps

Column	Data Type	P	M	F	Description
					for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the

Column	Data Type	P	M	F	Description
					time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_TIME_ZONE

This table stores information about the configuration of Time Zone objects.

> **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	integer	X	X		The DBID of the Time Zone object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Description	varchar(255)				Free format description.
Offset_	integer				The offset value from Greenwich Mean Time (GMT) for your Time Zone.

Column	Data Type	P	M	F	Description
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the object described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization

Column	Data Type	P	M	F	Description
					is in progress for an active record. #DICTIONARY TYPE 24
IsDSTObserved	integer				A flag indicating whether Daylight Savings Time (DST) is observed for your Time Zone. This corresponds to the CfgFlag enumeration type in Configuration Server. One of the following values: • 0—Unknown. • 1—True. • 2—False. #DICTIONARY TYPE 509
DSTStartDate	integer				The start date and time for DST.
DSTStopDate	integer				The stop date and time for DST.
NameNetscape	varchar(255)				The Netscape Internet Browser name for the Time Zone.
NameMSExplorer	varchar(255)				The Microsoft Internet Explorer name for the time zone.

Column	Data Type	P	M	F	Description
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when this object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.

Column	Data Type	P	M	F	Description
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server;

Column	Data Type	P	M	F	Description
					either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_TREATMENT

This table stores information about the configuration of Treatment objects.

> ## 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	integer	X	X		The DBID of the Treatment object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Description	varchar(255)				Free format description.
CallResult	integer		X		The call result related to this treatment. This corresponds to the GctiCallState

Column	Data Type	P	M	F	Description
					enumeration in Configuration Server. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).
					#DICTIONARY TYPE 518
RecActionCode	integer				The record action code. Corresponds to the CfgRecActionCode enumeration in Configuration Server. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).
					#DICTIONARY TYPE 519
Attempts	integer				The attempt number to which the action should be performed.
DateTime	integer				The GMT-equivalent date and time when another attempt must be applied to a DN.
CycleAttempt	integer				The maximum number of sequential attempts for which the

Column	Data Type	P	M	F	Description
					treatment can be applied to a DN.
Interval	integer				The time interval, in minutes, between attempts.
Increment_	integer				The time in interval, in minutes, before the next treatment attempt.
CallActionCode	integer				The call action code. This corresponds to the CfgCallActionCode enumeration in Configuration Server. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 520
Range	integer				The parameter that defines a time range.
DestDNID	integer			X	The DBID of the DN to which the call with this call result will be forwarded or routed.
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of

Column	Data Type	P	M	F	Description
					the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent

Column	Data Type	P	M	F	Description
					date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when this object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent

Column	Data Type	P	M	F	Description
					value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the

Column	Data Type	P	M	F	Description
					reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the

Column	Data Type	P	M	F	Description
					initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GC_VOICE_PROMPT

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

> ## 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	integer	X	X		The DBID of the Voice Prompt object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	integer		X	X	The DBID of the Tenant to which this object belongs.
FolderID	integer				The DBID of the Folder for the object.
Description	varchar(255)				Free format description.
SwitchID	integer			X	The DBID of the Switch to which this VoicePrompt is dedicated.
ScriptID	integer			X	The DBID of

Column	Data Type	P	M	F	Description
					the Script that is assigned to this Voice Prompt.
State	integer		X		The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
Status	integer		X		The status of the object described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is

Column	Data Type	P	M	F	Description
					deleted). • 10—Synchronization is in progress for an active record. #DICTIONARY TYPE: 24
Created	timestamp				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	timestamp				The GMT-equivalent date and time when the object was removed.
LastChange	timestamp				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.

Column	Data Type	P	M	F	Description
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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 that is used for partitioning.
GSYS_SYS_ID	integer				System ID. Reserved for future use.

Column	Data Type	P	M	F	Description
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or

Column	Data Type	P	M	F	Description
					during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved

Table GSYS_DNPRemoteLocation

This table contains information about the remote locations involved in an interaction. The presence of a record in this table indicates that the G_IS_LINK table in this database will not contain information about the linked part of the association (no pair). The merge stored procedure uses this information to determine whether or not to expect to receive additional information about the interaction on the other end of the IS-LINK.

> ### 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		The unique ID of this record. For DB2 and Microsoft SQL Server, this field is auto-generated by the DBMS. For Oracle, you must provide a unique ID.
RemoteLocation	varchar(255)				The name of the remote switch whose interaction handling is not recorded in this IDB.

Table GSYS_SYSPROCINFO

This is an internal table exclusively for ICON use. Please do not modify records in this table or this table's structure.

> ## Tip
>
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>
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Column List

Legend

Column	Data Type	P	M	F	Description
DOMAINID	integer	X	X		Reserved for internal use.
PRIMARYID	integer	X	X		Reserved for internal use.
PROVIDERTAG	integer	X	X		The ID of the provider class. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 26
TRANSACTION_ID	bigint				Reserved for internal use.

Column	Data Type	P	M	F	Description
TRANSACTION_TS	timestamp				Reserved for internal use.
SEQPROCESSED	bigint		X		Reserved for internal use.
PROCNAME	varchar(40)	X	X		Reserved for internal use.

Table 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.

> ## 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.
LoginSessionID	varchar(50)		X		The agent's login session ID (GUID). Same as G_LOGIN_SESSION.LOGINSESS
EndPointID	integer		X		The DBID of the agent's endpoint (DN) configuration object. This value is 0 for interactions originating from Interaction Server. In a SIP

Column	Data Type	P	M	F	Description
					Cluster environment, the value for this field is 0.
QueueID	integer				The DBID of the queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
AgentID	integer				The DBID of the agent (Person) configuration object in Configuration Server. This value is NULL if a Person object is not configured.
Duration_Ready	integer		X		The duration of the agent's Ready state, in seconds, during the agent's login session.
DurationNotReady	integer				The duration of the agent's NotReady state, in seconds, during the agent's login session.
DurationACW	integer				The duration of the agent's ACW state, in seconds, during the agent's login session.
DurationBusy	integer		X		The duration of the agent's

Column	Data Type	P	M	F	Description
					Busy state, in seconds, during the agent's login session.
LastChange	timestamp				The GMT-equivalent date and time when the record was created or updated. This is taken from the T-Server event that generates the update for this metric. If the update of the agent's metrics during login session is disabled, this value will always hold the same value as that in the ADDED field.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
Added	timestamp		X		The GMT-equivalent date and time when the record was inserted. This is taken from the last event related to the agent's login session.

Column	Data Type	P	M	F	Description
Added_ts	integer				The UTC-equivalent value of the ADDED field.
Added_tcode	integer				A reference, derived from the value in 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				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media

Column	Data Type	P	M	F	Description
					interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000—open media), the stored string is the name of the media type. For example, "fax". In a SIP Cluster environment, records the DN name.
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				The media type of this interaction. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine media type. • 1—Voice. • 2—Email. • 3—Chat. • 1000—Open Media. #DICTIONARY TYPE 6
GSYS_EXT_INT2	integer				Reserved

Table 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.

> ## 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.
LoginSessionID	varchar(50)		X		The agent's login session ID (GUID). Same as G_LOGIN_SESSION.LOGINSESS
EndPointID	integer		X		The DBID of the agent's endpoint (DN) configuration object in Configuration Server. This value is 0 for interactions originating from Interaction Server. In a SIP

Column	Data Type	P	M	F	Description
					Cluster environment, the value for this field is 0.
QueueID	integer				The DBID of the queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of NULL indicates that no queue is specified for this record.
AgentID	integer				The DBID of the agent (person) configuration object in Configuration Server. This value is NULL if a Person object is not configured.
State	integer				The Agent's state: Login, ready, notready, ACW, or busy.
Duration_UNKNOWN	integer				The duration of the agent's state during the agent's login session with a workmode of UNKNOWN.
Duration_AUX	integer				The duration of the agent's state during the agent's login session with a workmode of AuxWork.
Duration_LegalGuard	integer				The duration of the agent's state during

Column	Data Type	P	M	F	Description
					the agent's login session with a workmode of LegalGuard.
Duration_GoAway	integer				The duration of the agent's state during the agent's login session with a workmode of Goaway.
Duration_ReturnBack	integer				The duration of the agent's state during the agent's login session with a workmode of returnback.
LastChange	timestamp				The GMT-equivalent date and time when the record was created or updated. This value is taken from the T-Server event that produces the update of this metric. If the update of the agent's metrics during login session is disabled, then this value will be the same as that in the ADDED field.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_TS

Column	Data Type	P	M	F	Description
					field, to a record in the G_TIMECODE table.
Added	timestamp				The GMT-equivalent date and time when the record was inserted. This value is taken from the last T-Server event related to the agent's login session.
Added_ts	integer				The UTC-equivalent value of the ADDED field.
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				A key that is used for partitioning.
GSYS_SYS_ID	integer				System ID. Reserved for

Column	Data Type	P	M	F	Description
					future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000—Open Media), the stored string is the name of the media type. For example, "fax". In a SIP Cluster environment, records the DN name.
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				The media type of this interaction. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine media type. • 1—Voice. • 2—Email.

Column	Data Type	P	M	F	Description
					• 3—Chat. • 1000—Open Media. #DICTIONARY TYPE 6
GSYS_EXT_INT2	integer				Reserved

Table 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.

> ### 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.
>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	bigserial	X	X		The unique, autonumbered ID of the record. This is the primary key.
AgentID	integer			X	The DBID of the agent (Person) configuration object. This always has the same value as in the related record in the G_LOGIN_SESSION table.
EndPointID	integer			X	The DBID of the agent's endpoint (DN) configuration object in

Column	Data Type	P	M	F	Description
					Configuration Server. This value is 0 for interactions originating from Interaction Server. In a SIP Cluster environment, the value for this field is 0.
EndPointType	integer				The type of the endpoint (DN), as specified in Configuration Server. This value is 0 for interactions originating from Interaction Server. In a SIP Cluster environment, the value for this field is 1.
QueueID	integer				If the association between the agent's DN and a particular queue (ACDQ) is detected, then this field contains the DBID of the Queue (DN with type ACDQ) configuration object in Configuration Server. A value of NULL indicates that no association was detected.
QueueType	integer				The type of the Queue (DN), as specified in Configuration Server. This field is not

Column	Data Type	P	M	F	Description
					applicable (NULL) for interactions originating from Interaction Server.
PlaceID	integer				The DBID of the Place configuration object in Configuration Server, if a Place object is configured. In a SIP Cluster environment, the value for this field is NULL.
LoginSessionID	varchar(50)		X		The agent's login session ID (GUID). The same value as stored in G_LOGIN_SESSION.LOGINSESS
State	integer		X		The state of the association between the Endpoint and the Queue, in the agent's login session. May be active or terminated. If the agent logs out from a queue, with the login session not yet finished, then just the record related to the queue will be marked as terminated. One of the following values: • 0—terminated. • 1—active.

Column	Data Type	P	M	F	Description
					#DICTIONARY TYPE 82
Type	integer		X		The type of the record. One of the following values: • 0—agent_dn–The record was added without information about queue. • 1—queue–The record was added with queue specified. • 2—media–The record was added with specified media. #DICTIONARY TYPE 12
Created	timestamp		X		The GMT-equivalent date and time when the association between endpoint (or endpoint and queue) and the agent's login session is detected.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the

Column	Data Type	P	M	F	Description
					G_TIMECODE table.
Terminated	timestamp				The GMT-equivalent date and time when the record was terminated; that is, the date and time when the association no longer exists.
Terminated_ts	integer				The UTC-equivalent value of the 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 that is used for partitioning.
GSYS_SYS_ID	integer				System ID. Reserved for future use.

Column	Data Type	P	M	F	Description
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000—Open Media), the stored string is the name of the media type. For example, "fax". In a SIP Cluster environment, records the DN name.
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				The media type of this interaction. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine media type. • 1—Voice. • 2—Email. • 3—Chat.

Column	Data Type	P	M	F	Description
					• 1000—Open Media. #DICTIONARY TYPE 6
GSYS_EXT_INT2	integer				Reserved

Table G_AGENT_STATE_HISTORY

This table contains detailed information about state changes during the agent's login session. The records inserted into this table include:

- changes to the agent's state.
- changes to the agent's pending state.
- changes to the agent's workmode.
- indication that the agent connected to a call.
- indication the agent disconnected from a call.

The setting of the **gls-enable-acw-busy** and **gls-acw-first** configuration options may affect the values of certain fields in this table. The setting of configuration options in the **[filter-data]** section may also impact records in this table. Refer to the *Interaction Concentrator Deployment Guide* for a description of the **gls-enable** options and those options available in the **[filter-data]** section.

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Column List

Legend

Column	Data Type	P	M	F	Description
ID	bigserial	X	X		The unique, autonumbered ID of the record. This is the primary key.
Type	integer		X		The type of the record. One of

Column	Data Type	P	M	F	Description
					the following values: • -1—unknown • 0—normal–Reserved. • 5—state–Records of this type track changes of agent's state. • 6—pending_state–Records of this type track changes of agent's pending state (when agent's state remains the same). • 7—add_party–Records of this type track addition (one by one) of parties connected with the agent (at least one party is already connected). • 8—rem_party–Records of this type track removal (one by one) of parties connected with the agent (at least one party is still connected). • 9—state_forced–Records

Column	Data Type	P	M	F	Description
					of this type track changes of agent's state that were forced by information received for another device. • 10—pending_forced–Records of this type track changes of agent's pending state that were forced by information received for another device. • 11—reason–Records of this type track changes of agent's workmode (when agent's state remains the same). #DICTIONARY TYPE 13
State	integer		X		The state of the agent on the device (endpointid) against a queue (queueid), or the previous state in G_AGENT_STATE_HISTORY table. One of the following

Column	Data Type	P	M	F	Description
					values:
					• 0—null–Agent is logged off.
					• 1—login–Agent is logged in, but no information indicates whether the agent is ready to receive calls.
					• 2—notready–Agent is not ready to receive calls.
					• 3—ready–Agent is ready to receive calls.
					• 4—acw–Agent is in the After Call Work state.
					• 5—busy–Agent is on the call.
					• 6—unknown–Agent's login session is present, but ICON has no information about agent's state (due to disconnection from T-Server or some similar reason).
					#DICTIONARY TYPE 16

Column	Data Type	P	M	F	Description
PendingState	integer				The pending state of the agent (if known). The agent's state will be changed to this state after the current state finishes. One of the following values: • null–No pending state at the time. • 2—notready–Not ready. • 3—ready–Ready. • 4—acw–After call work. #DICTIONARY TYPE 17
Seq	integer		X		The sequence number of the state changes record. Each time that an agent's state on a device changed (against queue, if specified), this field has the next value. Agent state change types are listed at the top of this topic.
LSeq	integer				The sequence number of the record within the a given login session.
PSeq	integer				The sequence number of the record within the same

Column	Data Type	P	M	F	Description
					state. If a pending state changed, this field has the next value. Records that reflect state changes have 0 in this field. Records that reflect pending state changes have a non-zero value in this field.
PrevState	integer				State of the agent on device (endpointid) against queue (queueid), or previous state in G_AGENT_STATE_HISTORY table. One of the following values: • 0—null–Agent is logged off. • 1—login–Agent is logged in, but no information indicates whether the agent is ready to receive calls. • 2—notready–Agent is not ready to receive calls. • 3—ready–Agent is ready to receive calls. • 4—acw–Agent is in the After Call

Column	Data Type	P	M	F	Description
					Work state. • 5—busy–Agent is on the call. • 6—unknown–Agent's login session is present, but ICON has no information about agent's state (due to disconnection from T-Server or some similar reason). #DICTIONARY TYPE 16
PrevSEnter	timestamp				The GMT-equivalent date and time when the previous agent state was detected.
PrevSEnter_ts	integer				The UTC-equivalent value of the PREVSENTER field.
PrevSEnter_tcode	integer				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.
Cause	integer				The cause of creation of the record • 0—nocause–No

Column	Data Type	P	M	F	Description
					cause. Reserved for future use.
					• 1—normal–The record was added as result of a TEvent that was received for the endpoint specified in the record.
					• 2—forced_pause–Reserved.
					• 3—forced_transition–The record was added to reflect changes in the agent's state (for example, pending state or workmode) that were forced by information received for another endpoint, or that resulted from information taken from the pending state.
					• 4—autowork–After call work has started.
					#DICTIONARY TYPE 14
AgentStateCondition	integer				Additional, detailed information regarding the forced state

Column	Data Type	P	M	F	Description
					change. One of the following values:
					• 0—nocondition–Reserved.
					• 1—normal–The state change was not forced.
					• 2—forced_by_another_devi state change was forced by another device.
					• 3—forced_by_pending_stat state change was forced by a pending state.
					• 4—forced_by_connection_ir state change was forced by information in EventRegistered or was a result of a disconnection from T-Server.
					#DICTIONARY TYPE 15
WorkMode	integer				The workmode of the agent state as reported by T-Server. One of the following values:
					• 0—unknown–Reserved for cases when ICON and/or T-Server is unable to determine

Column	Data Type	P	M	F	Description
					WORKMODE.
					• 1—manualin–(AgentManualIn) the agent has to perform a manual operation to become available.
					• 2—autoin–(AgentAutoIn) the switch's control system decides agent availability.
					• 3—aftercallwork–(AfterCallWork) the state where a device, on behalf of an agent, is no longer involved with an ACD call. While in this state, the agent is performing administrative duties for a previous call and cannot receive further calls from the ACD.
					• 4—auxwork–(AgentAuxWork) auxiliary work, the agent is not ready to receive calls (specific to the G3 switch only).
					• 6—walkaway–(Walk

Column	Data Type	P	M	F	Description
					Away) the state where an agent is logged in to an ACD group, but is understood not to be at the agent workstation, and thus not prepared to handle calls that the ACD distributes. • 7—returnback–(AgentRetur the agent has indicated return to the agent workstation (only used for transition from Walk Away state). #DICTIONARY TYPE 18
ReasonCode	varchar(255)				The hardware reason code value (switch reason code) by the value of the key ReasonCode in the Extensions section.
SysReason	integer				The system reason. An internal ICON reason to create a record.
AgentID	integer			X	The DBID of the agent (person)

Column	Data Type	P	M	F	Description
					configuration object.
LoginID	integer				The DBID of the Login (the AgentID in the configuration database) on the switch. In a SIP Cluster environment, the value for this field is NULL.
EndPointID	integer				The DBID of the agent's endpoint (DN) configuration object in Configuration Server. In a SIP Cluster environment, the value for this field is 0.
QueueID	integer				The DBID of the Queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
PlaceID	integer				The DBID of the place configuration object (if configured). This is the place where the agent logged in. In a SIP Cluster environment, the value for this field is NULL.

Column	Data Type	P	M	F	Description
LoginSessionID	varchar(50)				The ID (GUID) of the agent's login session. Refer to the record in G_LOGIN_SESSION.
PartyID	varchar(50)				The PartyID of the party that is related to the record. Refer to G_PARTY. The PartyID can be either the party that connected with the agent or the party for the detected ACW state.
Added	timestamp		X		The GMT-equivalent date and time when information about an agent's change of agent's state was detected.
Added_ts	integer				The UTC-equivalent value of the ADDED field.
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

Column	Data Type	P	M	F	Description
					description in System Fields (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000—Open Media), the stored string is the name of the media type. For example, "fax". In a SIP Cluster environment, records the DN name.
GSYS_EXT_VCH2	varchar(255)				If the **gls-store-event-seq** configuration option is set to 1, then this

Column	Data Type	P	M	F	Description
					field stores the event sequence number, as a string, from the triggering event for this record. Otherwise, this field is either 0 (when events come from Interaction Server 7.5) or null (when events come from Interaction Server 7.6 or T-Server 7.5+).
GSYS_EXT_INT1	integer				The media type of this interaction. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine media type. • 1—Voice. • 2—Email. • 3—Chat. • 1000—Open Media. #DICTIONARY TYPE 6
GSYS_EXT_INT2	integer				The Agent's *busy level*—The number of calls with which the agent was connected at the time the history record

Column	Data Type	P	M	F	Description
					was added. The calls are counted separately for each login session of the agent (if more than one login session exists at the same time on different switches).

Table 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.

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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.
SessionID	varchar(50)		X		The ID (GUID) of the agent's login session. Refer to the corresponding record in G_LOGIN_SESSION.
EndPointID	integer		X		The DBID of the Endpoint. This value is 0 for interactions originating from Interaction Server. In a SIP Cluster

Column	Data Type	P	M	F	Description
					environment, this value is 0.
QueueID	integer				The DBID of the Queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
AgentState	integer		X		The agent state provided by the reason code. Refer to the G_AGENT_STATE_HISTORY table.
WorkMode	integer		X		The workmode of the Agent state provided by the reason code.
HWFlag	smallint		X		This flag indicates whether the reason code is hardware or software. One of the following values: • 0—false–It is a software reason code. • 1—true–It is a hardware reason code. #DICTIONARY TYPE 83
KeyName	varchar(255)		X		The key of the reason code. This always

Column	Data Type	P	M	F	Description
					has a value of ReasonCode for a hardware reason code. It contains the full path to the key for a software reason code.
Value	varchar(255)				Value of the reason code.
LSeq	integer		X		The sequence number of the Agent state change within an Agent Login Session. It has the same value as the related record in the G_AGENT_STATE_HISTORY table.
FSeq	integer		X		Reserved for future use.
Seq	integer		X		The sequence number of the reason code record within a login session.
Created	timestamp		X		The GMT-equivalent date and time when the reason code was detected.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	timestamp		X		The GMT-equivalent date and time when the finish

Column	Data Type	P	M	F	Description
					of the reason code was detected.
Terminated_ts	integer				The UTC-equivalent value of the 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_EXT_INT2	integer				Reserved
GSYS_EXT_INT1	integer				The media type of this interaction. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine media type. • 1—Voice. • 2—Email. • 3—Chat. • 1000—Open Media. #DICTIONARY TYPE 6
GSYS_EXT_VCH2	varchar(255)				If the **gls-store-event-seq** configuration option is set to 1, then this field stores the event sequence

Column	Data Type	P	M	F	Description
					number, as a string, from the triggering event for this record. Otherwise, this field is either 0 (when events come from Interaction Server 7.5) or null (when events come from Interaction Server 7.6 or T-Server 7.5+).
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server.
					When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000—Open Media), the stored string is the name of the media type. For example, "fax". In a SIP Cluster environment, records the DN name.
GSYS_TC	integer				Reserved
GSYS_TS	timestamp				Reserved
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_SYS_ID	integer				System ID. Reserved for future use.
GSYS_PARTITION	integer				A key that is

Column	Data Type	P	M	F	Description
					used for partitioning.
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).

Table G_AGENT_STATE_RC_A

The active Agent state reason codes. Records are inserted when a new hardware or software reason code is reported, a reason code is changed, or an agent's state is changed. When a reason code is closed because either the reason code or the state changed, the reason code becomes inactive and the corresponding record is removed from the table. The G_AGENT_STATE_RC table stores the values of inactive reason codes—in other words, reason codes that have been changed or terminated.

The G_AGENT_STATE_RC_A table contains only active reason code records. ICON clears the table on restart, to clean out obsolete records that would otherwise accumulate in the case of unexpected ICON or database failures.

An ICON application setting, **gls-active-reason-codes** in the the **[callconcentrator]** section, determines whether ICON writes to this table.

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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.
SessionID	varchar(50)		X		The ID (GUID) of the agent's login session. Refer to the corresponding record in G_LOGIN_SESSION.

Column	Data Type	P	M	F	Description
EndPointID	integer		X		The DBID of the Endpoint. This value is 0 for interactions originating from Interaction Server.
QueueID	integer				The DBID of the Queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
AgentState	integer		X		The agent state provided by the reason code. Refer to the G_AGENT_STATE_HISTORY table.
WorkMode	integer		X		The current (active) workmode of the Agent state provided by the reason code.
HWFlag	smallint		X		A flag that indicates whether the reason code is hardware or software. One of the following values: • 0—false–It is a software reason code. • 1—true–It is a hardware

Column	Data Type	P	M	F	Description
					reason code. #DICTIONARY TYPE 83
KeyName	varchar(255)		X		The key of the reason code. This always has a value of ReasonCode for a hardware reason code. It contains the full path to the key for a software reason code.
Value	varchar(255)				Value of the reason code.
LSeq	integer		X		The sequence number of the Agent state change within an Agent Login Session. It has the same value as the related record in the G_AGENT_STATE_HISTORY table.
FSeq	integer		X		Reserved for future use.
Seq	integer		X		The sequence number of the reason code record within a login session.
Created	timestamp		X		The GMT-equivalent date and time when the reason code was detected.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of

Column	Data Type	P	M	F	Description
					the CREATED_TS field, to a record in the G_TIMECODE table.
GSYS_EXT_INT2	integer				Reserved
GSYS_EXT_INT1	integer				The media type of this interaction. One of the following values: determine media type. • 1—Voice. • 2—Email. • 3—Chat. • 1000—Open Media. #DICTIONARY TYPE 6
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000—Open Media), the stored string is the name of the media type. For example, "fax".
GSYS_TC	integer				Reserved
GSYS_TS	timestamp				Reserved
GSYS_USEQ	bigint				Update

Column	Data Type	P	M	F	Description
					Sequence. Not unique.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_SYS_ID	integer				System ID. Reserved for future use.
GSYS_PARTITION	integer				A key that is used for partitioning.
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).

Table 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.

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>
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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.
CallID	varchar(50)		X		The unique ID of the interaction. The IxnGUID.
ParentCallID	varchar(50)			X	The ID of the parent interaction. This is primary call UUID for consultation call interactions.
MergeCallID	varchar(50)		X		The actual call UUID of a target call, in a conference or a

Column	Data Type	P	M	F	Description
					transfer interaction. This value may differ from that in the ParentCallID field. This value will be unspecified for multimedia interactions.
MergeType	integer				The type of the link between this interaction and the parent interaction. This value will be unspecified for multimedia interactions. Refer to G_Dictionary Values for a listing of permissible values. #DICTIONARY TYPE 86
ConnID	varchar(50)				The current connection ID. This value will be unspecified for multimedia interactions.
ConnIDnum	numeric(20)				The numeric representation of the connection ID. This value will be unspecified for multimedia interactions.
SwitchCallID	integer				The switch-specific call ID. This value will be unspecified for multimedia interactions.
IRID	varchar(50)			X	The reference to the entry in the interaction

Column	Data Type	P	M	F	Description
					segments hierarchy (G_IR table).
RootIRID	varchar(50)				A reference to the first interaction segment in the interaction hierarchy (G_IR table).
State	integer				The call state. One of the following values: • 0—unknown–Reserved. • 1—active–The interaction is active. • 2—terminated–The interaction has been terminated. #DICTIONARY TYPE 4
CallType	integer				The interaction's type. One of the following values: • 0—unknown–Reserved for cases when ICON is unable to determine the interaction's type. • 1—internal • 2—inbound • 3—outbound • 4—consult #DICTIONARY TYPE 5
MediaType	integer				The media type

Column	Data Type	P	M	F	Description
					of this interaction. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine media type. • 1—Voice. • 2—Email. • 3—Chat. • 1000—Open Media. #DICTIONARY TYPE 6
SwitchID	integer				The DBID of the Switch. This value will be unspecified for interactions originating from Interaction Server.
TenantID	integer				The DBID of the Tenant.
CallANI	varchar(50)				The Automatic Number Identification, as reported by the T-Server.
CallDNIS	varchar(50)				The directory number to which the call was made, the DNIS, as reported by the T-Server. This value will be empty for multimedia interactions.
Created	timestamp		X		The GMT-

Column	Data Type	P	M	F	Description
					equivalent date and time when the interaction was initiated, as reported by T-Server or Interaction Server.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	timestamp				The GMT-equivalent date and time when the interaction was terminated.
Terminated_ts	integer				The UTC-equivalent value of the 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,

Column	Data Type	P	M	F	Description
					see the description in System Fields.
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000—Open Media), the stored string is the name of the media type. For example, "fax".
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				Reserved
GSYS_EXT_INT2	integer				A flag indicating stuck calls: • 0—Indicates that the interaction should not be marked as stuck. ICON

Column	Data Type	P	M	F	Description
					records this value upon start of call termination to prevent marking calls as stuck and to complete the processing of the interaction following the recording of related userdata in IDB. • 1—Indicates an interaction that has been determined as stuck. • NULL—The value before the processing of call termination begins.

Table 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. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.

> ### 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
CHID	bigserial	X	X		The call history record ID. This is the primary key.
CallID	varchar(50)		X	X	The call UUID, as provided by the server.
CSeq	integer		X		The call history record sequence number, from the call creation time.
ChangeType	integer				The type of change of call state • 1—call_created • 2—call_terminated

Column	Data Type	P	M	F	Description
					• 3—call_merged–Call merge (to another). • 4—call_trfailed–Call scenario error. #DICTIONARY TYPE 1
RefID	varchar(50)				The reference to the call that is left after the merge operation (transfer or conference) for the call terminated record. This field is null otherwise.
Added	timestamp		X		The GMT-equivalent date and time when the record was added. The time is taken from the T-Server event, which triggers the creation of the call history record.
Added_ts	integer				The UTC-equivalent value of the ADDED field.
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

Column	Data Type	P	M	F	Description
					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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				A flag indicating stuck interactions: • 0—Indicates that the interaction should not be marked as stuck. ICON records this value upon start of call termination to prevent marking interactions as stuck and to

Column	Data Type	P	M	F	Description
					complete the processing of the interaction following the recording of related userdata in IDB. • 1—Indicates an interaction that has been determined as stuck. • NULL—The value before the processing of interaction termination begins.
GSYS_EXT_INT1	integer				Defines whether a call or interaction was reported by T-Server or by Interaction Server. It can have either of the following values: • NULL—Call was reported by T-Server. Any other value—Interaction was reported by Interaction Server.
GSYS_EXT_INT2	integer				Reserved

Table G_CALL_STAT

This table contains information regarding voice call statistics, which are summarized upon completion of the call. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.

> ## 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.
CallID	varchar(50)		X		The unique ID of the call. The IxnGUID.
F_CONN	smallint				This flag is set to TRUE if at least one INTERNAL or EXTERNAL party in a call changed state to CONNECTED with call control event CallControlEvent_Established.
F_CONN_EXTN	smallint				This flag is set

Column	Data Type	P	M	F	Description
					to TRUE if at least one INTERNAL party in a call changed state to LocalConnectionState_connect with call control event CallControlEvent_Established, and this party was on the device of type "Extension" or "ACD Position".
F_TE_ABND	smallint				This flag is set to TRUE if EventAbandoned was reported by T-Server on the call.
CNT_HOLD	integer				This is the number of times an internal party in a call changed state to hold, with a call control event Held.
CNT_DIVERT	integer				This is the number of times an internal party in a call changed state to null, with a call control event Diverted.
CNT_TRANSFER	integer				This is the number of times a SingleStepTransfer or a TwoStepTransfer was reported in a call.
CNT_TRANSFER_LOUT	integer				This is the number of times a call was transferred by the party which was on

Column	Data Type	P	M	F	Description
					the device that has the agent logged in.
CNT_CONFERENCE	integer				This is the number of times that a two-step conference was reported in a call.
T_DURATION	integer				This is the duration of the time interval from initiation to termination of the call.
T_CONN	integer				This is the duration of the time interval from initiation of the call to the moment when the F_CONN flag is set to TRUE. If the F_CONN flag is not set to TRUE, then the value of T_CONN is 0.
T_CONN_EXTN	integer				This is the duration of the time interval from the initiation of the call to the moment when F_CONN_EXTN flag is set to TRUE. If the F_CONN_EXTN flag is not set to TRUE, the value of T_CONN_EXTN is 0.
T_TE_ABND	integer				This is the duration of the time interval from the initiation of the call to the moment when

Column	Data Type	P	M	F	Description
					the F_TE_ABND flag is set to TRUE. If the F_TE_ABND flag is not set to TRUE, then the value of T_TE_ABND is 0.
TT_ALERTING	integer				This is the sum of all the time interval durations if there was at least one internal party in a call in the ALERTING state.
TT_CONNECTED	integer				This is the sum of all the time intersections when all parties in a call were simultaneously in a CONNECTED state.
TT_HOLD	integer				This is the sum of all the time interval durations when there was at least one internal party in a call in the HOLD state.
TT_QUEUED	integer				This is the sum of all the time interval durations when there was at least one internal party in a call in the QUEUED state.
CM_EXT_1	integer				Reserved
CM_EXT_2	integer				Reserved
CM_EXT_3	integer				Reserved
CM_EXT_4	integer				Reserved

Column	Data Type	P	M	F	Description
CM_EXT_5	integer				Reserved
CM_EXT_6	integer				Reserved
CM_EXT_7	integer				Reserved
CM_EXT_8	integer				Reserved
CM_EXT_9	integer				Reserved
CM_EXT_10	integer				Reserved
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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Indicates the device (endpoint) that initiated call termination. ICON stores one of the following in this field:

Column	Data Type	P	M	F	Description
					• The string that T-Server delivers in the AttributeCtrlParty attribute in EventCallDeleted. The string is stored only when (a) ICON processes data from a T-Server (release 8.0 or later) for the Alcatel A4400 switch, and (b) the **store-releasing-party** configuration option enables this feature (**store-releasing-party** = 1|true|y). • An empty string if T-Server does not report the AttributeCtrlParty attribute in EventCallDeleted or else the **store-releasing-party** configuration option disables this feature (**store-releasing-party** = (tt>0|false|n). The default

Column	Data Type	P	M	F	Description
					value of the option is 0. The endpoint that initiated call termination is stored in IDB as reported by T-Server. In a multi-site deployment, the endpoint that initiated call deletion might be reported either as the DN on the remote site, or else as "Access Code + External Routing Point".
GSYS_EXT_VCH2	varchar(255)				Specifies the party associated with the endpoint that initiated call termination, if ICON is able to identify it. If the **store-releasing-party** configuration option enables this functionality (**store-releasing-party** = 1|true), ICON stores one of the following in this field: • The PartyID associated with the endpoint in GSYS_EXT_VCH1, if ICON can identify the party from the value of the AttributeCtrlParty attribute in

Column	Data Type	P	M	F	Description
					EventCallDeleted. • An empty string if ICON cannot identify the party from the value of the AttributeCtrlParty attribute in EventCallDeleted.
GSYS_EXT_INT1	integer				Reserved
GSYS_EXT_INT2	integer				Integer value of timestamp from last TEvents that cause record update.

Table G_CALL_USERDATA

This table stores the principal information regarding user data that is attached to voice call interactions.

> **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.
CALLID	varchar(50)		X		The unique ID of the call interaction.
G_CUSTOMER_SEGMENT	varchar(255)				The value of the customer-segment attribute of userdata.
G_SERVICE_TYPE	varchar(255)				The value of the service-type attribute of userdata.
G_SERVICE_SUBTYPE	varchar(255)				The value of the service-subtype attribute of

Column	Data Type	P	M	F	Description
					userdata.
G_BUSINESS_RESULT	varchar(255)				The value of the business-result attribute of userdata.
CUSTOMER_ID	varchar(255)				The value of the customer-id attribute of userdata.
TRANSACTION_ID	varchar(255)				The value of the transaction-id attribute of userdata.
CAUSE_ID	varchar(255)				The value of the cause-id attribute of userdata.
ACCOUNT_ID	varchar(255)				The value of the account-id attribute of userdata.
DESTINATION_ID	varchar(255)				The value of the destination-id attribute of userdata.
TARGET_ID	varchar(255)				The value of the target-id attribute of userdata.
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).

Column	Data Type	P	M	F	Description
GSYS_PARTITION	integer				A key that is 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.
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

Table G_CALL_USERDATA_CUST

The table contains custom-attribute information about user data attached to call interactions.

> **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.
CALLID	varchar(50)		X		The unique ID of the interaction.
CUST_DATA_1	varchar(255)				The value of the **cust-data-1** attribute of userdata.
CUST_DATA_2	varchar(255)				The value of the **cust-data-2** attribute of userdata.
CUST_DATA_3	varchar(255)				The value of the **cust-data-3** attribute of

Column	Data Type	P	M	F	Description
					userdata.
CUST_DATA_4	varchar(255)				The value of the **cust-data-4** attribute of userdata.
CUST_DATA_5	varchar(255)				The value of the **cust-data-5** attribute of userdata.
CUST_DATA_6	varchar(255)				The value of the **cust-data-6** attribute of userdata.
CUST_DATA_7	varchar(128)				The value of the **cust-data-7** attribute of userdata.
CUST_DATA_8	varchar(128)				The value of the **cust-data-8** attribute of userdata.
CUST_DATA_9	varchar(128)				The value of the **cust-data-9** attribute of userdata.
CUST_DATA_10	varchar(128)				The value of the **cust-data-10** attribute of userdata.
CUST_DATA_11	varchar(128)				The value of the **cust-data-11** attribute of userdata.
CUST_DATA_12	varchar(128)				The value of the **cust-data-12** attribute of userdata.
CUST_DATA_13	varchar(128)				The value of the **cust-data-13** attribute of userdata.

Column	Data Type	P	M	F	Description
CUST_DATA_14	varchar(128)				The value of the **cust-data-14** attribute of userdata.
CUST_DATA_15	varchar(128)				The value of the **cust-data-15** attribute of userdata.
CUST_DATA_16	varchar(128)				The value of the **cust-data-16** attribute of userdata.
CUST_DATA_17	varchar(128)				The value of the **cust-data-17** attribute of userdata.
CUST_DATA_18	varchar(128)				The value of the **cust-data-18** attribute of userdata.
CUST_DATA_19	varchar(128)				The value of the **cust-data-19** attribute of userdata.
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 that is used for

Column	Data Type	P	M	F	Description
					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.
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

Table G_CALL_USERDATA_CUST1

This table stores additional custom-attribute information regarding the user data that is attached to call interactions.

> ## 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.
CALLID	varchar(50)		X		The unique ID of this interaction.
CUST_DATA_1	varchar(255)				The value of the **cust-data-1** attribute of userdata.
CUST_DATA_2	varchar(255)				The value of the **cust-data-2** attribute of userdata.
CUST_DATA_3	varchar(255)				The value of the **cust-data-3** attribute of userdata.

Column	Data Type	P	M	F	Description
CUST_DATA_4	varchar(255)				The value of the **cust-data-4** attribute of userdata.
CUST_DATA_5	varchar(255)				The value of the **cust-data-5** attribute of userdata.
CUST_DATA_6	varchar(255)				The value of the **cust-data-6** attribute of userdata.
CUST_DATA_7	varchar(128)				The value of the **cust-data-7** attribute of userdata.
CUST_DATA_8	varchar(128)				The value of the **cust-data-8** attribute of userdata.
CUST_DATA_9	varchar(128)				The value of the **cust-data-9** attribute of userdata.
CUST_DATA_10	varchar(128)				The value of the **cust-data-10** attribute of userdata.
CUST_DATA_11	varchar(128)				The value of the **cust-data-11** attribute of userdata.
CUST_DATA_12	varchar(128)				The value of the **cust-data-12** attribute of userdata.
CUST_DATA_13	varchar(128)				The value of the **cust-data-13** attribute of userdata.
CUST_DATA_14	varchar(128)				The value of

Column	Data Type	P	M	F	Description
					the **cust-data-14** attribute of userdata.
CUST_DATA_15	varchar(128)				The value of the **cust-data-15** attribute of userdata.
CUST_DATA_16	varchar(128)				The value of the **cust-data-16** attribute of userdata.
CUST_DATA_17	varchar(128)				The value of the **cust-data-17** attribute of userdata.
CUST_DATA_18	varchar(128)				The value of the **cust-data-18** attribute of userdata.
CUST_DATA_19	varchar(128)				The value of the **cust-data-19** attribute of userdata.
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 that is used for partitioning.

Column	Data Type	P	M	F	Description
GSYS_SYS_ID	integer				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
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

Table G_CALL_USERDATA_CUST2

This table contains additional custom-attribute information regarding the user data that is attached to the call interactions.

> ## 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.
CALLID	varchar(50)		X		The unique ID of the interaction.
CUST_DATA_1	varchar(255)				The value of the **cust-data-1** attribute of userdata.
CUST_DATA_2	varchar(255)				The value of the **cust-data-2** attribute of userdata.
CUST_DATA_3	varchar(255)				The value of the **cust-data-3**

Column	Data Type	P	M	F	Description
					attribute of userdata.
CUST_DATA_4	varchar(255)				The value of the **cust-data-4** attribute of userdata.
CUST_DATA_5	varchar(255)				The value of the **cust-data-5** attribute of userdata.
CUST_DATA_6	varchar(255)				The value of the **cust-data-6** attribute of userdata.
CUST_DATA_7	varchar(128)				The value of the **cust-data-7** attribute of userdata.
CUST_DATA_8	varchar(128)				The value of the **cust-data-8** attribute of userdata.
CUST_DATA_9	varchar(128)				The value of the **cust-data-9** attribute of userdata.
CUST_DATA_10	varchar(128)				The value of the **cust-data-10** attribute of userdata.
CUST_DATA_11	varchar(128)				The value of the **cust-data-11** attribute of userdata.
CUST_DATA_12	varchar(128)				The value of the **cust-data-12** attribute of userdata.
CUST_DATA_13	varchar(128)				The value of the **cust-data-13** attribute of

Column	Data Type	P	M	F	Description
					userdata.
CUST_DATA_14	varchar(128)				The value of the **cust-data-14** attribute of userdata.
CUST_DATA_15	varchar(128)				The value of the **cust-data-15** attribute of userdata.
CUST_DATA_16	varchar(128)				The value of the **cust-data-16** attribute of userdata.
CUST_DATA_17	varchar(128)				The value of the **cust-data-17** attribute of userdata.
CUST_DATA_18	varchar(128)				The value of the **cust-data-18** attribute of userdata.
CUST_DATA_19	varchar(128)				The value of the **cust-data-19** attribute of userdata.
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 that is

Column	Data Type	P	M	F	Description
					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.
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

Table G_DB_PARAMETERS

This table contains information regarding some of the configuration parameters (such as the database schema version) that are used by ICON.

> ## 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
SetId	integer	X	X		The ID of the parameter set. The default parameter set is 0.
Sect	varchar(64)	X	X		The name of the parameter section.
Opt	varchar(64)	X	X		The name of the parameter option.
Val	varchar(255)				The value of the parameter option.

Table G_DICTIONARY

This table contains a set of values for every enumeration class that is defined in the G_DICT_TYPE table. This table is populated by ICON initialization scripts. For a complete listing of values for each dictionary type, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).

> ## 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
DTYPE	integer	X	X	X	The identifier of the enumeration class as defined in the G_DICT_TYPE table.
DID	integer	X	X		The identifier of the specific value within the enumeration class.
DVALUE	varchar(128)		X		The name of the specific value that corresponds to the identifier.
DDESC	varchar(255)				The description of the

Column	Data Type	P	M	F	Description
					enumeration value.

Table G_DICT_TYPE

This table contains information regarding the classes of the enumeration types referenced in IDB tables. In running the ICON initialization scripts, this table gets populated with the following enumeration types:

- 1-Call History Change Type
- 2-Party History Change Type
- 3-IR History Change Type
- 4-Call States
- 5-Call types
- 6-Call media types
- 7-IR States
- 8-Local connection state
- 9-Party type
- 10-Party role
- 11-Party parent link type
- 12-Session Endpoint Type
- 13-Agent State History Type
- 14-Agent State History Cause
- 15-Agent State History Condition
- 16-Agent State History State
- 17-Agent State History Pending State
- 18-Agent State History WORKMODE
- 19-Attached Data Change Type
- 20-Attached Data Source
- 21-IS-Link current state
- 22-IS-Link history change type
- 23-IS-Link merge state
- 24-Configuration history tables status
- 25-HA_CONTROL status
- 26-PROV_CONTROL provider tag IDs
- 27-IS-Link type
- 28-Route result

- 29-Route target type
- 30-Call Control Event
- 31-Call Control Event Cause
- 32-Log message priority
- 33-Log message category
- 34-Log message origin
- 71-Campaign State
- 73-System Reasons to Campaign termination
- 75-OCS Event cause
- 76-OCS Chain states
- 77-OCS Metric types
- 80-DND feature state
- 81-Login Session state
- 82-Association between Login Session and endpoint state
- 83-Flag of HW reason code
- 84-Possible system reasons in Login sessions
- 85-Virtual Queue state cause
- 86-Call Merge Types
- 87-Reliability of Route Result
- 88-Type of Stop Processing Actor
- 500-Object State
- 501-Switch type
- 502-Switch link type
- 504-DN Route type
- 505-DN type
- 506-Application type
- 508-DN Group type
- 509-Object flag
- 513-Script type
- 514-Action Code type
- 515-Table Access type
- 516-Field data type
- 517-Field type
- 518-GCTI Call State
- 519-Treatment Action Code

- 520-Treatment Call Action Code

- 521-Campaign Group Dialing Mode

- 522-Campaign Group Operation Mode

- 523-Campaign Group Optimization Method

- 524-IVR Type

- 528-Object Type

- 540-Group Type

- 543-GCTI Record Type

- 544-GCTI Record Status

- 545-GCTI Contact Type

- 555-DN Register Flag

- 556-Enumerator Type

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
DTYPE	integer	X	X		The identifier of the enumeration class. The set of the enumeration class values is expanded in the G_DICTIONARY tables.
DNAME	varchar(64)				The name of the

Column	Data Type	P	M	F	Description
					enumerator class.
DDESC	varchar(255)				The description of the enumerator class.

Table G_DND_HISTORY

This table stores information about the activation of the Do Not Disturb (DND) feature within an agent's session. The T-Server model registers DND events against individual DNs. For the Multimedia model, the DND feature can be activated or deactivated only for the agent's overall place, which may consist of more than one DN. As such, the ENDPOINTID field will always hold a value of 0 for interactions originating from Interaction Server. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.

> ### 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.
>
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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.
LoginSessionID	varchar(50)		X		The agent's login session ID (GUID). The same value as stored in G_LOGIN_SESSION.LOGINSESS
AgentState	integer				The state of the agent on the device (endpointid) against a queue

Column	Data Type	P	M	F	Description
					(queueid), or the previous state in G_AGENT_STATE_HISTORY table. One of the following values:
					• 0—null–Agent is logged off.
					• 1—login–Agent is logged in, but no information whether the agent is ready to receive calls.
					• 2—notready–Agent is not ready to receive calls.
					• 3—ready–Agent is ready to receive calls.
					• 4—acw–Agent is in after call work state.
					• 5—busy–Agent is on the call.
					• 6—unknown–Agent's login session is present, but ICON has no information about agent's state (due to a disconnection from T-Server, for example).

Column	Data Type	P	M	F	Description
					#DICTIONARY TYPE 16
EndPointID	integer		X		The DBID of the DN object that is associated with this record. This value is 0 for interactions originating from an Interaction Server. In a SIP Cluster environment, the value for this field is 0.
State	integer		X		Do-not-disturb feature state. One of the following values: • 0—clear–Do not disturb flag is not set. • 1—set–Do not disturb flag is set. #DICTIONARY TYPE 80
PrevState	integer				State of the agent on device (endpointid) against queue (queueid), or previous state in G_AGENT_STATE_HISTORY table. One of the following values: • 0—null–Agent is logged off.

Column	Data Type	P	M	F	Description
					• 1—login–Agent is logged in, but no information whether the agent is ready to receive calls. • 2—notready–Agent is not ready to receive calls. • 3—ready–Agent is ready to receive calls. • 4—acw–Agent is in after call work state. • 5—busy–Agent is on the call. • 6—unknown–Agent's login session is present, but ICON has no information about agent's state (due to a disconnection from T-Server, for example). #DICTIONARY TYPE 16
PrevSEnter	timestamp				The GMT-equivalent date and time when the previous agent state was detected.

Column	Data Type	P	M	F	Description
PrevSEnter_ts	integer				The UTC-equivalent value of the PREVSENTER field.
PrevSEnter_tcode	integer				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.
Added	timestamp		X		The GMT-equivalent date and time when information about an agent's change of agent's state was detected.
Added_ts	integer				The UTC-equivalent value of the ADDED field.
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

Column	Data Type	P	M	F	Description
					PostgreSQL, respectively).
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved In a SIP Cluster environment, records the DN name.
GSYS_EXT_VCH2	varchar(255)				If the **gls-store-event-seq** configuration option is set to 1, then this field stores the event sequence number, as a string, from the triggering event for this record. Otherwise, this field is null.
GSYS_EXT_INT1	integer				Reserved
GSYS_EXT_INT2	integer				Reserved

Table 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.

> ## Tip
>
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>
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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.
IRID	varchar(50)		X		The Interaction Record ID. This is a unique ID assigned either by ICON for the interaction segment or interaction hierarchy for a single site call, or by a merge procedure for the interaction hierarchy for a multi-site call.
State	integer		X		The interaction

Column	Data Type	P	M	F	Description
					record state. One of the following values:
					• 0—Unknown. Reserved.
					• 1—Active. The interaction segment corresponds to an active call.
					• 2—Terminated. The interaction segment corresponds to a terminated call or an updated interaction hierarchy after a merge.
					#DICTIONARY TYPE 7
ParentIRID	varchar(50)				A reference to the parent IRID. This is assigned as the result of a call merge operation (for example, a transfer or a conference).
ParentLinkType	integer				Reserved. This field holds a 0 value in the current interaction hierarchy model. #DICTIONARY TYPE: 11
RootCallID	varchar(50)		X	X	This is used for local calls. It is a reference to

Column	Data Type	P	M	F	Description
					the call for which this record was initiated. If this is the result of a merge procedure, an interaction record is created where this value refers to the first call in an interaction hierarchy.
RootIRID	varchar(50)				A reference to the first record in an interaction hierarchy. The value is updated by a merge procedure.
MergeState	integer				This is the result of a merge procedure execution. One of the following values: • 1—Not_processed. The record was not processed by a merge procedure. • 2—Incomplete. The merge is in a pending state; not all of the data is available for the merge. • 3—Complete. The merge is complete; the

Column	Data Type	P	M	F	Description
					interaction details hierarchy can be used for analysis. #DICTIONARY TYPE 23
Created	timestamp		X		The GMT-equivalent date and time when the record was initiated.
Created_ts	integer				The UTC-equivalent of the value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.
Terminated	timestamp				The GMT-equivalent time when the record was terminated.
Terminated_ts	integer				The UTC-equivalent of the value of the TERMINATED field.
Terminated_tcode	integer				A reference, derived from the value of the TERMINATED_TS field, to the G_TIMECODE table.
GSYS_DOMAIN	integer				Contains the data source session ID (DSS_ID) for

Column	Data Type	P	M	F	Description
					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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				If the record was created as a result of multimedia event processing and the information about the parent interaction ID was provided by an Interaction Server, but no related record in IDB was detected (for example, because old records were purged), this field contains

Column	Data Type	P	M	F	Description
					the parent interaction ID.
GSYS_EXT_VCH2	varchar(255)				A flag indicating stuck interactions: • 0—Indicates that the interaction should not be marked as stuck. ICON records this value upon start of call termination to prevent marking calls as stuck and to complete the processing of the interaction following the recording of related userdata in IDB. • NULL—The value before the processing of call termination begins. • 1—Indicates an interaction that is determined to be a stuck interaction.
GSYS_EXT_INT1	integer				A flag indicating the source of the interaction:

Column	Data Type	P	M	F	Description
					• 1—Indicates a multimedia interaction originating from a Genesys Interaction Server. • null—Indicates a voice interaction originating from Genesys T-Server TEvent processing.
GSYS_EXT_INT2	integer				Can be set by the gsysIRMerge procedure during interaction merge execution, to one of the following values: • null—Interaction has not yet been merged. • 0—Single-site interaction. • 1—Inter-site interaction, whose parts reside in several IDBs. ICON also places a corresponding record in the GSYS_DNPREMOTELOCATIO

Column	Data Type	P	M	F	Description
					table.
GSYS_MSEQ	bigint				The sequence number that is assigned by the merge procedure.
GSYS_MSEQ_TS	timestamp				The timestamp that is assigned by the merge procedure.

Table 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. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.

> ## 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.
>
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Column List

Legend

Column	Data Type	P	M	F	Description
IRHID	bigserial	X	X		The unique ID of the interaction history record. This is the primary key.
IRID	varchar(50)		X		The ID of the Interaction record.
XSEQ	numeric(19)				Reserved
ChangeType	integer				The type of change of interaction state. One of the following values: • 1—ir_created–Interaction creation.

Column	Data Type	P	M	F	Description
					• 2—ir_terminated–Interactio termination. • 3—ir_merged–Interaction merge (result of a two-step transfer or a two-step conference). #DICTIONARY TYPE 3
RefID	varchar(50)				Reserved
Added	timestamp		X		The GMT-equivalent data and time when the record was added as inherited from the T-Server TEvent.
Added_ts	integer				The UTC-equivalent value of the ADDED field.
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,

Column	Data Type	P	M	F	Description
					Oracle, or PostgreSQL, respectively).
GSYS_PARTITION	integer				A key that is 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.
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

Table 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. The state is derived from the information supplied by 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	bigserial	X	X		This is the unique identifier. This is the primary key.
LinkID	varchar(50)		X		This is the intersite link ID, which identifies the association between two calls.
CallID	varchar(50)		X	X	The current call UUID.
IsLinkType	integer		X		The type of IS-Link. One of the following values: • 0—bidirectional–Bidirection

Column	Data Type	P	M	F	Description

					IS-Link.
					
					• 1—unidirectional–Unidirecti[...]
					  IS-Link.
					
					• 2—source–Unidirectional
					  IS-Link.
					
					• 3—target–Unidirectional
					  IS-Link.
					
					#DICTIONARY TYPE 27

RemoteLocation	varchar(255)				The name of remote switch where the instance of the second call in the association is located.
State	integer		X		The current link state. One of the following values: • 0—unknown–Reserved. • 1—active–IS-Link is active. • 2—terminated–IS-Link is terminated. Not currently supported. • 3—failed–IS-Link is failed; no pair is expected on the other site. #DICTIONARY TYPE 21
MergeState	integer				The result of execution of merge procedure. One of the following

Column	Data Type	P	M	F	Description
					values: • 1—not_processed–Merge procedure has not processed this record yet. • 2—incomplete–IS-Link has no pair. • 3—complete–Merge procedure completed. #DICTIONARY TYPE 23
Initiated	timestamp		X		The GMT-equivalent date and time when the link was initiated.
Initiated_ts	integer				The UTC-equivalent value of the INITIATED field.
Initiated_tcode	integer				A reference, derived from the value of the INITIATED_TS field, to a record in the G_TIMECODE table.
Terminated	timestamp				The date and time when the link was terminated.
Terminated_ts	integer				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	integer				A reference, derived from the value of the TERMINATED_TS field, to a

Column	Data Type	P	M	F	Description
					record in the G_TIMECODE table.
LastChange	timestamp		X		The date and time of the last update to the link history.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGE_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 that is 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

Column	Data Type	P	M	F	Description
					unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				The TEvent sequence for the IS_LINK creation event.
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				Reserved
GSYS_EXT_INT2	integer				Can be set by the gsysIRMerge procedure during interaction merge execution, to one of the following values: • -3—Partially merged (reattached nodes). • -2—Neither interaction record (IR) has terminated. • -1—Only one IR has not terminated. • 0—All IRs have been terminated (ready for merge). • 1—Partially merged (not reattached).

Table 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.

> **Tip**
>
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>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	bigserial	X	X		This unique, autonumbered ID of this record. This is the primary key.
LinkID	varchar(50)		X	X	This is the intersite link ID, which identifies the association between two calls.
Seq	integer		X		The sequence number of the changes in this link history.
ChangeType	integer		X		IS-Link history record type: added, moved, or deleted. One of the

Column	Data Type	P	M	F	Description
					following:
					• 0—unknown–Reserved.
					• 1—added–IS-Link addition.
					• 2—moved–IS-Link move.
					• 3—deleted–IS-Link deletion.
					#DICTIONARY TYPE 22
State	integer				The link state of the history record. One of the following values:
					• 0—unknown–Reserved.
					• 1—active–IS-Link is active.
					• 2—terminated–IS-Link is terminated.
					• 3—failed–IS-Link has failed; no pair is expected on the other site.
					#DICTIONARY TYPE 21
CallID	varchar(50)				A reference to the call that is currently associated with this history.
PrevCallID	varchar(50)				A reference to the call that was previously associated with this history.
Added	timestamp		X		The GMT-

Column	Data Type	P	M	F	Description
					equivalent date and time when the history record was added.
Added_ts	integer				The UTC-equivalent value of the ADDED field.
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				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				Reserved
GSYS_EXT_INT2	integer				Reserved

Table 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. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.

> ## Tip
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	bigserial	X	X		The unique, autonumbered ID of the record. This is the primary key.
LoginSessionID	varchar(50)		X		The agent's login session ID (GUID).
AgentID	integer			X	The DBID of the agent (person) configuration object in Configuration Server that logged in during this login session. This value is NULL for

Column	Data Type	P	M	F	Description
					situations where a person is not configured.
LoginID	integer			X	The DBID of the login configuration object in Configuration Server (under switch) that the agent used to log in. This value is NULL for interactions originating from Interaction Server. In a SIP Cluster environment, the value for this field is NULL.
PlaceID	integer			X	The DBID of the Place configuration object in Configuration Server. This is used if the configuration contains information regarding the place(s) where the agent is working. In a SIP Cluster environment, the value for this field is NULL.
State	integer		X		State of the agent's login session. One of the following values: • 0—terminated–Login session is terminated.

Column	Data Type	P	M	F	Description
					• 1—active–Login session is active. #DICTIONARY TYPE 81
PrimaryDeviceID	integer				The DBID of the endpoint (DN) configuration object that the agent uses to first login within this login session. This value is 0 for interactions originating from Interaction Server. In a SIP Cluster environment, the value for this field is 0.
SwitchID	integer				The DBID of the Switch configuration object in Configuration Server where the agent's login session was detected.
Created	timestamp		X		The GMT-equivalent date and time when the agent's login session started.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a

Column	Data Type	P	M	F	Description
					record in the G_TIMECODE table.
Terminated	timestamp				The GMT-equivalent date and time when the agent's login session finished (terminated).
Terminated_ts	integer				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	integer				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
Reason	varchar(50)				This is the reason that the login session terminated.
InternalReason	integer				This is the internal (system) reason of termination of the login session. One of the following values: • -1—unknown–No special system reason specified (Reserved). • 0 (or null)—normal–No special system reason

Column	Data Type	P	M	F	Description
					specified. Login session terminated normally.
					• 1—stuck–Stuck login session detected.
					• 2—device–Device storage conflict in gcti login session manager.
					• 3—agent–Agent storage conflict in gcti login session manager.
					• 4—cleanup–Cleanup command received by gcti login session manager.
					• 5—register–Session restored as a result of information received in EventRegistered.
					• 6—disconnect–Session terminated as result of disconnect from server.
					#DICTIONARY TYPE 84
GSYS_DOMAIN	integer				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed

Column	Data Type	P	M	F	Description
					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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved In a SIP Cluster environment, records the DN name.
GSYS_EXT_VCH2	varchar(255)				Contains agent location data as reported by SIP Server/T-Server or Interaction Server. This information is reported in one of the following ways, depending on your environment: • In Interaction Server environments,

Column	Data Type	P	M	F	Description
					the location key of EventAgentLogin. • In T-Server environments, the location key of EventAgentLogin/ EventRegistered/ EventPrivateInfo. • In SIP Cluster environments, the geo-location-agent key of EventAgentLogin/ EventPrivateInfo.
GSYS_EXT_INT1	integer				Reserved
GSYS_EXT_INT2	integer				Reserved

Table G_LOG_ATTRS

This table stores attributes about the messages stored in the G_LOG_MESSAGES table.

> **Tip**
>
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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.
LRID	bigserial		X		Same as G_LOG_MESSAGES.ID.
MESSAGE_ID	integer		X		Same as G_LOG_MESSAGES.MESSAGE_I
ATTR_NAME	varchar(255)		X		The name of the message attribute. For example, PartitionID or Record_Count for a corresponding G_LOG_MESSAGES record that indicates purging of a partition has

Column	Data Type	P	M	F	Description
					begun (GSYS_PURGE_PARTITION purge started ...)
ATTR_VALUE	varchar(255)				The value of the message attribute. For example: "20080930" for an ATTR_NAME of "PartitionID" and "2673" for an ATTR_NAME of "Record_Count"

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 G_LOG_MESSAGES

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

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>
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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.
MESSAGE_ID	integer				ID of log event. This is the same ID that is documented in Framework Combined Log Events. This is ID recognized by Message Server.
TIMEGENERATED	timestamp				The GMT-equivalent date and time when the message was generated.

Column	Data Type	P	M	F	Description
TIMEWRITTEN	timestamp				The date and time when the message was written.
PRIORITY	integer				Specifies priority of the log message. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 32
ORIGIN	integer				Specifies the origin of the log message. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 34
CATEGORY	integer				Specifies category of the log message. One of the following values: • 0—Default. • 1—Alarm. • 2—Audit. #DICTIONARY TYPE 33
DATALEN	integer				Size of the buffer required to get packed

Column	Data Type	P	M	F	Description
					attributes associated with this log event.
APPDBID	integer				The value for this field is always NULL.
APPTYPE	integer				The type of application that is related to this log event.

APPNAME	varchar(255)				Name of the application having APPDBID that is related to this log event. If the application is ICON itself, then this field provides the name of the stored procedure which created this record in the following format:
					
					`ICON DB: <stored procedure name>`
					`For example:`
					`ICON DB:`
					`GSYSPurge81`

HOSTNAME	varchar(128)				Name of the host where the application related to this log event runs.
MESSAGETEXT	varchar(255)				The text of the message. For ICON purge operations, this field stores information about either the name of the table being purged and its purge status or the status of a purge partition;

Column	Data Type	P	M	F	Description

					for example:
					
					`GSYS_PURGE_PARTITION`
					`purge started...`
					`IDB:Purge-`
					`table:G_CALL_STAT`
					`initiated...`
					`IDB:Purge-`
					`table:G_CALL_STAT`
					`completed...`
					`...`
					`GSYS_PURGE_PARTITION`
					`purge completed`
					
					If, for some reason, the purge procedure cannot start, ICON logs "ERROR:wrong parameters" to this field.

Table 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. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.

> ## 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.
>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	bigserial	X	X		The unique, autonumbered ID of the party record. This is the primary key.
PartyID	varchar(50)		X		The unique ID of the association between the party and the call, generated by ICON. This is changed when the party moves from one call to a different call.
PartyGUID	varchar(50)		X		The unique ID of the party instance, generated by

Column	Data Type	P	M	F	Description
					ICON. This ID remains unchanged during the lifetime of the party.
Type	integer		X		The party type. One of the following values: • 0—Unknown–Reserved. • 1—Internal–Party is associated with a device defined in the switch configuration. • 2—External–Party is associated with a device not defined in the switch configuration. • 3—MULTIMEDIA Place–Place associated with the party. • 4—MULTIMEDIA Interaction Queue–Party is associated with a script of type "Interaction Queue". • 5—MULTIMEDIA Interaction Workbin–Party is associated with a script of type

Column	Data Type	P	M	F	Description
					"Interaction Workbin". • 6—MULTIMEDIA Routing Strategy–Party is associated with a script of type "Simple Routing" or "Enhanced Routing". #DICTIONARY TYPE 9
PRole	integer		X		Party role. One of the following values: • 0—Unknown–Reserved for future use. • 1—Observer–Indicates that the supervisor was observing service. #DICTIONARY TYPE 10
ParentPartyID	varchar(50)				The ID of the associated party.
ParentLinkType	integer				The type of association with the other party (identified by ParentPartyID) established as result of different call scenarios. One of the following values: • 0—Unknown–Reserved.

Column	Data Type	P	M	F	Description
					• 1—Consultation–The ParentPartyID refers to the held party from the primary call. • 2—Transfer–The ParentPartyID refers to the party record of the call from which the party was transferred. • 3—Conference–The ParentPartyID refers to the party record of the call from which the party was conferenced. • 4—Divert–The ParentPartyID refers to the party record of the call that was diverted to this party. #DICTIONARY TYPE 11
CallID	varchar(50)		X	X	The current ID as inherited from T-Server or Interaction Server.
State	integer		X		The current state of party. (The previous party state is recorded in the PREVSTATE column.) One of the following

Column	Data Type	P	M	F	Description
					values:
					• 0—Unknown–State in which there is no relationship between the call and the device.
					• 1—Initiated–Reserved.
					• 2—Alerting–State in which an attempt is being made to connect an interaction to a device. Typically, the call is being presented for the purpose of having the device connect to the interaction and the user is made aware that the interaction is being delivered at the device.
					• 3—Connected–State in which the device is actively participating in the interaction.
					• 4—Hold–State in which the device is inactively participating in the call. This state

Column	Data Type	P	M	F	Description
					includes logical participation in a call while physical participation is suspended.
					• 5—Queued–State in which interaction progression is suspended or made inactive while awaiting some form of action. Examples include: a call is parked at a device, a call is queued at a distribution mechanism, waiting for an agent to become available, and so on.
					• 6—Fail–State in which call progression has been aborted.
					#DICTIONARY TYPE 8
EndPointDN	varchar(255)		X		The name of the endpoint. In a multi-site deployment that uses ISCC, ICON stores the EndpointDN related to the external party as

Column	Data Type	P	M	F	Description
					reported by T-Server. The endpoint name might be reported either as the DN on the remote site, or else as "Access Code + External Routing Point".
EndPointID	integer		X	X	The DBID of the endpoint. For DNs, this DBID is equivalent to GC_ENDPOINT.ID. For script objects of type Interaction Queues, Interaction Workbins, and Routing Strategies, this is equivalent to GC_SCRIPT.ID. For Place objects, this is equivalent to GC_PLACE.ID. If the endpoint is not configured in the Configuration Layer (it is an external DN or an endpoint in a SIP Cluster environment), the value for this field is 0.
EndPointType	integer		X		The type of the endpoint. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). This value is the same that is stored

Column	Data Type	P	M	F	Description
					in GC_ENDPOINT.TYPE, if the endpoint is a voice DN. If the endpoint is one of the following, the value of this field is the same as that stored in GC_SCRIPT.TYPE: • Interaction Queue • Interaction Workbin • Routing Strategy • Agent Place #DICTIONARY TYPE 505 In a SIP Cluster environment, if the endpoint is not configured in Configuration Layer, the value for this field is 1.
TenantID	integer				The DBID of the Tenant configuration object that is associated with either the T-Server Switch or the Interaction Server Switch.
AgentID	integer			X	The DBID of the agent that is associated with the party.
CCEvent	integer				A call control event that is associated with the party state change. In the G_PARTY table, stored the party termination event. For a listing of permissible

Column	Data Type	P	M	F	Description
					values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 30
CCEventCause	integer				The cause that is associated with the party state change and the call control event. In the G_PARTY table, stored the party termination event. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 31
Created	timestamp		X		The GMT-equivalent date and time when the party was associated with the call.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE

Column	Data Type	P	M	F	Description
					table.
Terminated	timestamp				The GMT-equivalent date and time when the party was released from the call.
Terminated_ts	integer				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	integer				A reference, derived from the value of the TERMINATED_TS field, to the G_TIMECODE table.
LastChange	timestamp		X		The GMT-equivalent date and time of the last state change of the party.
LastChange_ts	integer				The UTC-equivalent value of the LASTCHANGED field.
LastChange_tcode	integer				A reference, derived from the value of the LASTCHANGED_TS field, to 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

Column	Data Type	P	M	F	Description
					System Fields (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				The value of the LastTransferHomeLocation TEvent attribute.
GSYS_EXT_VCH2	varchar(255)				The value of the LastTransferOrigDN TEvent attribute.
GSYS_EXT_INT1	integer				The sequence number of the call (CSEQ) in party creation.
GSYS_EXT_INT2	integer				For third party media interactions, stores a special party index in scope of the interaction lifecycle. This value can be 0 or greater.

Table 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. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.

> ## Tip
>
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Column List

Legend

Column	Data Type	P	M	F	Description
PHID	bigserial	X	X		The party history record ID. This is the primary key.
PartyID	varchar(50)		X	X	The unique ID of the association between the party and the call. This is changed when the party is moved from one call to a different call.
PSeq	integer		X		The sequence number of the party state change in scope for this party.

Column	Data Type	P	M	F	Description
CSeq	integer		X		• For voice interactions, the sequence number of the party state change in the scope of a call. Every party creation, change, or termination increases the CSeq. For example, if the G_PARTY_HISTORY record for the creating party has CSeq=5, all further records in the G_USERDATA_HISTORY and G_SECURE_USERDATA_HIST tables have CSEQ=6 until the next party or call change. • For multimedia interactions, the difference between the current event sequence (ReportingEventSequenceN and the value of **attr_itx_submit_seq**. Used to create a unique

Column	Data Type	P	M	F	Description
					PartyID.
ChangeType	integer				The type of change of party state. One of the following values: • 1—party_created • 2—party_terminated • 3—party_statechanged • 4—party_fsmerror (low-level party state transition failure) • 5—party_fsm2error (CSTA party state error) #DICTIONARY TYPE 2
CCEvent	integer				The call control event that is associated with the party state change. (In the G_PARTY table, this is the party termination event.) For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 30
CCEventCause	integer				The cause associated with the party state

Column	Data Type	P	M	F	Description
					change and the call control event. (In the G_PARTY table, the cause of the Party termination event.) For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 31
State	integer		X		The current state of party. One of the following values: • 0—Unknown–State in which there is no relationship between the call and the device. • 1—Initiated–Reserved. • 2—Alerting–State in which an attempt is being made to connect a call to a device. Typically, the call is being presented for the purpose of having the device connect to the call and

Column	Data Type	P	M	F	Description
					the user is made aware that the call is being delivered at the device.
					• 3—Connected–State in which the device is actively participating in the call.
					• 4—Hold–State in which the device is inactively participating in the call. This state includes logical participation in a call while physical participation is suspended.
					• 5—Queued–State in which call progression is suspended or made inactive while awaiting some form of action. Examples include: a call is parked at a device, a call is queued at a distribution mechanism, waiting for an agent to

Column	Data Type	P	M	F	Description
					become available, and so on. • 6—Fail–State in which call progression has been aborted. #DICTIONARY TYPE 8
Type	integer				The party type. One of the following values: • 0—Unknown–Reserved. • 1—Internal–Party is associated with a device defined in the switch configuration. • 2—External–Party is associated with a device not defined in the switch configuration. • 3—MULTIMEDIA Place–Place associated with the party. • 4—MULTIMEDIA Interaction Queue–Party is associated with a script of type "Interaction Queue".

Column	Data Type	P	M	F	Description
					• 5—MULTIMEDIA Interaction Workbin–Party is associated with a script of type "Interaction Workbin". • 6—MULTIMEDIA Routing Strategy–Party is associated with a script of type "Simple Routing" or "Enhanced Routing". #DICTIONARY TYPE 9
PrevState	integer				The previous state of party. One of the following values: • 0—Unknown–State in which there is no relationship between the call and the device. • 1—Initiated–Reserved. • 2—Alerting–State in which an attempt is being made to connect a call to a device. Typically, the call is being presented

Column	Data Type	P	M	F	Description
					for the purpose of having the device connect to the call and the user is made aware that the call is being delivered at the device.
					• 3—Connected–State in which the device is actively participating in the call.
					• 4—Hold–State in which the device is inactively participating in the call. This state includes logical participation in a call while physical participation is suspended.
					• 5—Queued–State in which call progression is suspended or made inactive while awaiting some form of action. Examples include: a call is parked at a device, a

Column	Data Type	P	M	F	Description
					call is queued at a distribution mechanism, waiting for an agent to become available, and so on. • 6—Fail–State in which call progression has been aborted. #DICTIONARY TYPE 8
PrevSEnter	timestamp				The GMT-equivalent date and time of the previous party state change.
PrevSEnter_ts	integer				The UTC-equivalent value of the PREVSENTER field.
PrevSEnter_tcode	integer				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.
ParentPartyID	varchar(50)				The ID of the associated party. If the value is NULL or empty, the associated party is unknown.
ParentLinkType	integer				The type of the association between the two parties. One of the

Column	Data Type	P	M	F	Description
					following values: • 0—Unknown • 1—Consultation • 2—Transfer • 3—Conference • 4—Divert #DICTIONARY TYPE 11
EndpointID	integer			X	Depending on the scenario, this field holds one of the following values: • 0—For an external party (such as one originating from an unmonitored device) or in a SIP Cluster environment, if the endpoint is not configured in Configuration Layer. • NULL—For a local device, where the record represents neither the first nor last record in the party's history. • The DBID of

Column	Data Type	P	M	F	Description
					the local device—For the first record in the party's history (at party creation). • The DBID of the local (monitored) device to which the interaction was diverted or transferred—For single-step transfer scenarios only. • 0—For the last record in the party's history (reflecting normal party termination).
Added	timestamp		X		The GMT-equivalent date and time of the record.
Added_ts	integer				The UTC-equivalent of the value of the ADDED field.
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

Column	Data Type	P	M	F	Description
					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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved In a SIP Cluster environment, records the DN name. For example, for a Routing Point party, this field stores the DN name of the destination, which is taken from the ThirdPartyDN field in EventDiverted.
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				• 0—Reserved. • 1—In all historical records related to

Column	Data Type	P	M	F	Description
					the party, this value indicates that the party was created by a device of type IVR-port.
GSYS_EXT_INT2	integer				Reserved

Table G_PARTY_STAT

This table contains information regarding party statistics which are summarized upon termination of the party. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.

> ## Tip
>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	bigserial	X	X		The unique, autonumbered ID of the record. This is the primary key.
PartyID	varchar(50)		X		The ID of party for which metrics were calculated.
TT_ALERTING	integer				The total time, in seconds, that the party spent in the ALERTING state. This represents the sum of all the durations of the time intervals of when the party

Column	Data Type	P	M	F	Description
					was in the ALERTING state.
TT_CONNECTED	integer				The total time, in seconds, that the party spent in the CONNECTED state. This represents the sum of all the durations of the time intervals when the party was in the CONNECTED state. The states of other parties in the call do not affect this metric.
TT_HOLD	integer				The total time, in seconds, that the party spent in the HOLD state. This represents the sum of all the durations of the time intervals when the party was in the HOLD state.
TT_QUEUED	integer				The total time, in seconds, that the party spent in the QUEUED state. This represents the sum of all the durations of the time intervals when the party was in the QUEUED state.
TT_ACW	integer				The total time, in seconds, that the party spent in the After Call Work

Column	Data Type	P	M	F	Description
					(ACW) state. This is the sum of all the durations of the time intervals when the party was in the ACW state.
CNT_ALERTING	integer				The number of times that the party changed state to ALERTING.
CNT_CONNECTED	integer				The number of times that the party changed state to CONNECTED.
CNT_HOLD	integer				The number of times that the party changed state to HOLD.
CNT_QUEUED	integer				The number of times that the party changed state to QUEUED.
CNT_ACW	integer				A flag indicating whether the ACW state is the present for this party. One of the following values: • 0—Indicates that the ACW state was not present for this party. • 1—Indicates that the ACW state was present for this party.
TT_ON_ALERT	integer				The total time, in seconds,

Column	Data Type	P	M	F	Description
					that there was another party in a call in the ALERTING state. This represents the sum of all the durations of the time intervals when there was at least one other party in a call which was in the ALERTING state.
TT_ON_HOLD	integer				The total time, in seconds, that there was another party in a call in the HOLD state. This represents the sum of all the durations of the time intervals when there was at least one other party in a call which was in the HOLD state.
TT_ON_QUEUE	integer				The total time, in seconds, that there was another party in a call in the QUEUED state. This is the sum of all the durations of the time intervals when there was at least one other party in a call which was in the QUEUED state.
TT_ON_CONNECTED	integer				The total time, in seconds, that all parties in a call in the

Column	Data Type	P	M	F	Description
					CONNECTED state during the lifetime of the party. This represents the sum of all the durations of the time intervals when all parties were in the CONNECTED state during the lifetime of this party.
T_DURATION	integer				The life time of the party.
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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				Indicates the party that initiated call termination. The value is derived from the value of the ReleasingParty extension key, in the AttributeExtensions of the EventReleased or EventAbandoned from T-Server. ICON stores this data only when the **store-releasing-party** configuration option enables this functionality (**store-releasing-party** = 1|true). The value is one of the following: • 0—T-Server did not provide ReleasingParty data in EventReleased or EventAbandoned. • 1—Local. Call termination was initiated by ThisDN in EventReleased or EventAbandoned,

Column	Data Type	P	M	F	Description
					and T-Server sent ReleasingParty = 1 Local in the event.
					• 2—Remote. Call termination was initiated by another party (not ThisDN in EventReleased or EventAbandoned), and T-Server sent ReleasingParty = 2 Remote in the event.
					• 3—Unknown. T-Server was unable to determine the initiator of call termination, and sent ReleasingParty = 3 Unknown in EventReleased or EventAbandoned.
GSYS_EXT_INT2	integer				Integer value of timestamp from the last TEvent that caused a record update.
PM_EXT_1	integer				Reserved
PM_EXT_2	integer				Reserved
PM_EXT_3	integer				Reserved
PM_EXT_4	integer				Reserved
PM_EXT_5	integer				Reserved

Column	Data Type	P	M	F	Description
PM_EXT_6	integer				Reserved
PM_EXT_7	integer				Reserved
PM_EXT_8	integer				Reserved
PM_EXT_9	integer				Reserved
PM_EXT_10	integer				Reserved

Table 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.

> **Tip**
>
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Column List

Legend

Column	Data Type	P	M	F	Description
DomainID	integer	X	X		Reserved
PrimaryID	integer	X	X		The DBID of the primary ICON in an HA pair. The primary ICON application writes this information.
ProviderTag	integer	X	X		The ID of the provider class. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).

Column	Data Type	P	M	F	Description
					#DICTIONARY TYPE 26
SeqCounter	bigint				The value of the counter. This field is incremented by ICON.
SeqCurrent	bigint				This field contains information regarding the most recent value that was written to the GSYS_SEQ(USEQ) fields. It is populated with a configured delay (default: 60 seconds).
GSYS_DOMAIN	integer				Reserved
GSYS_PARTITION	integer				A key that is 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.
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

Table 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.

> ## Tip
>
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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.
CallID	varchar(50)		X		The unique ID of the interaction.
ConnID	varchar(50)		X		The T-Server event connection ID. This is preserved for backward compatibility.
PartyID	varchar(50)		X		The ID of the party record for the party that is associated with

Column	Data Type	P	M	F	Description
					the routing point.
IRID	varchar(50)				Reference to record in interaction hierarchy table (G_IR).
EndPointID	integer				The DBID of the routing point device.
RTargetRuleSelected	varchar(255)				A copy of the data that was attached by the URS with the RTargetRuleSelected key.
RTargetObjectSelected	varchar(255)				A copy of the data that was attached by the URS with the RTargetObjectSelected key.
RTargetTypeSelected	integer				Route target type. A copy of the data that was attached by the URS with the RTargetTypeSelected key. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 29
RTargetAgentSelected	varchar(255)				A copy of the data that was attached by the URS with the RTargetAgentSelected key.

Column	Data Type	P	M	F	Description
RTargetPlaceSelected	varchar(255)				A copy of the data that was attached by URS with the RTargetPlaceSelected key.
RRequestedSkillComb	varchar(255)				A copy of the data that was attached by URS with the RRequestedSkillCombination key.
RStrategyName	varchar(255)				A copy of the data that was attached by the URS with the RStrategyName key, only present if URS routed the interaction. This strategy name must be less than 256 characters; otherwise, ICON may stop writing interaction records to IDB. If URS did not route the interaction, then the value of this field will be null.
RTenant	varchar(255)				A copy of the data that was attached by the URS with the RTenant key.
DestEndPointDN	varchar(255)				The DN name to which a call is successfully routed; for situations when the routing is unsuccessful, the value is notKnown.

Column	Data Type	P	M	F	Description
DestEndPointID	integer				The DBID of the configured DN to which the interaction is routed. In a SIP Cluster environment, if the endpoint is not configured in Configuration Layer, the value for this field is 0.
DestEndPointType	integer				The routing type of the configured DN to which voice call or Multimedia interaction is successfully routed. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 505 In a SIP Cluster environment, if the endpoint is not configured in Configuration Layer, the value for this field is 1.
Result	integer		X		The result of the routing operation. One of the following values: • 0—Unknown–Reserved. • 1—Success–The routing was successful. • 2—Failure–The

Column	Data Type	P	M	F	Description
					routing attempt failed (if a voice call or chat was abandoned, and so on).
					• 10 2—distributed_to_default–C was routed to the default destination after the URS timeout expired.
					• 10 3—routed_by_switch–Call was routed by the switch.
					• 10 5—other_reasons–The routing was unsuccessful due to some other reasons (unclassified).
					• 13 3—ixn_server_timeout–Rou timeout expired on Interaction Server (open media interactions only).
					• 13 4—ixn_taken_out–An interaction was taken (pulled out) from strategy by Interaction Server (open media

Column	Data Type	P	M	F	Description
					interactions only). #DICTIONARY TYPE 28
Duration	integer				The duration of the routing dialog.This is the time between party creation (in events such as EventRouteRequest, EventQueued, or EventCallPartyAdded) and termination (in events such as EventRouteUsed, EventAbandoned, EventDiverted, or EventCallPartyDeleted).
Created	timestamp		X		The GMT-equivalent date and time when the record was created as inherited from T-Server or Interaction Server.
Created_ts	integer				The UTC-equivalent time of the value in the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in G_TIMECODE table.
Terminated	timestamp				The GMT-equivalent date and time

Column	Data Type	P	M	F	Description
					when the record was terminated, as inherited from T-Server (EventRouteUsed or EventAbandoned TEvents) or Interaction Server.
Terminated_ts	integer				The UTC-equivalent time of the value in the TERMINATED field.
Terminated_tcode	integer				A reference, derived from the value of the TERMINATED_TS field, to a record in 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 that is used for partitioning.
GSYS_SYS_ID	integer				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert

Column	Data Type	P	M	F	Description
					Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				The virtual queue's ID, if a virtual queue is configured and provided by URS when it routes call. If reported, the value is the same as G_VIRTUAL_QUEUE.VQID in the related record in the G_VIRTUAL_QUEUE table.
GSYS_EXT_VCH2	varchar(255)				If a virtual queue is configured and reported by URS (Universal Router Server), then, when URS routes call, it attaches parameter "RVQDBID" to call UserData, so this field will store virtual queue's DBID as it is configured in configuration database.
GSYS_EXT_INT1	integer				A flag indicating the reliability of the virtual queue's ID stored in the GSYS_EXT_VCH1 field. One of the following values:

Column	Data Type	P	M	F	Description
					• 0—Unknown–No information about a virtual queue is reported in the corresponding EventRouteUsed. • 1—Reliable–The virtual queue's ID that is stored in the field GSYS_EXT_VCH1 is taken from the corresponding EventRouteUsed. • 2—Valid in the past–The value of the virtual queue ID stored in the field GSYS_EXT_VCH1 was valid in the past, before a call has been transferred to another Routing Point in a multi-site routing scenario. #DICTIONARY TYPE 87
GSYS_EXT_INT2	integer				Reserved

Table 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.

One prerequisite is that ICON must be able to determine that such data is associated with a specific interaction and that this association is known at runtime. ICON's writing to this table is also determined by the setting of one or more configuration options in the **[filter-data]** section.

> ### 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.
CallID	varchar(50)		X		This field points to the record in the G_CALL table that represents the call to which the data is attached.

Column	Data Type	P	M	F	Description
PartyID	varchar(50)				This field points to the record in the G_PARTY table that represents the last party, associated with the interaction or endpoint, who added, changed, or deleted the data. Any one of the following attributes can be the source of attached data: • AttributeUserData • AttributeExtensions • AttributeReason With a change in the data in AttributeUserData and upon receipt of AttachedDataChangedEvent, then PartyID is defined by the ThirdPartyDN attribute, if any exists. Otherwise, this field is empty.
EndPointID	integer				This field contains the DBID of the endpoint where data was added, changed, or deleted. If the data was taken from the event that caused the creation of the respective call, then this is the first party that created in the call. If the data was taken from the AttachedDataChangedEvent, then the party

Column	Data Type	P	M	F	Description
					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 attribute. In a SIP Cluster environment, if the endpoint is not configured in Configuration Layer, the value for this field is 0.
EndPointDN	varchar(255)				The device number that is associated with the data.
AgentID	integer				This field contains the DBID of the agent who changed the data. This is the agent who logged into the endpoint that is associated with the data change (if this information is available in the run time).
SwitchID	integer				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,

Column	Data Type	P	M	F	Description
					then so is the field SwitchID, and vice versa.
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 should be recorded by specifying them in ICON's configuration of user data.
ChangeType	integer		X		This field specifies the type of change that caused the record to appear in the table. One of the following values: • 1—Created–The value of the key has been attached to the call at the moment the call was created. If this is true, then both the OldCharValue and the OldIntValue fields have the value NULL. • 2—Added–The value of the key that has just been

Column	Data Type	P	M	F	Description
					added. If this is true, then both the OldCharValue and the OldIntValue fields have the value: NULL
					• 3—Updated–The value of the key has changed. If this is true, then either the OldCharValue or the OldIntValue field (depending of the data type) contains the previous value of the key.
					• 4—Deleted–The key has been deleted from the user data. If this is true, then both the CharValue and the IntValue fields are equal to NULL, and the OldCharValue or the OldIntValue field (depending of data type) contains

Column	Data Type	P	M	F	Description
					the last value of the key. • 5—Terminated–The value of the key at the call termination. #DICTIONARY TYPE 19
KSeq	integer		X		The sequential number of the change of the value of the specific key associated with the call. The changes of a key are numbered separately for every call that the key is associated with. Numbering starts with 1.
CSEQ	integer		X		The actual CSEQ in the call scope at the moment ICON is processing this data record. It should be consistent with the CSeq value in the G_PARTY_HISTORY table. For additional information, refer to the description of the CSeq field in the G_PARTY_HISTORY table.
Type	integer		X		The type of the data source: extensions,

Column	Data Type	P	M	F	Description
					reasons, or attached (user) data. One of the following values: • 1—userdata • 2—reasons • 3—extensions • 4—attributes (reserved for future use) • 5—mcr_workbin #DICTIONARY TYPE 20
KEYID	integer		X		The ID of the key name, as defined in the attached data specification file (**adata_spec.xml**). Valid values for the KeyID are bigger than 10000 but smaller than 100000. If the KeyID is not defined, the value of this field is zero (0). The KeyID is not unique: different KeyNames can have the same KeyID. You can use the KeyID to build indexes to improve data querying by downstream reporting applications. ICON hardcodes KeyIDs for the

Column	Data Type	P	M	F	Description
					following attributes from Interaction Server events: • 9995—attr_is_online • 9996—attr_itx_agent_id • 9997—attr_itx_group_id • 9998—attr_itx_place_id • 9999—attr_itx_place_group
Value	varchar(1024)				For voice interactions, this field contains the value of the key in character format. For chat interactions, ICON writes the value of the isOnline attribute of the triggering event from Interaction Server. One of the following: • 0—Chat session has been stopped. • 1—Chat session is alive. For all types of interactions, ICON stores in this field UserData values for certain keys.
Added	timestamp				The GMT-equivalent date and time when the key was changed as inherited from T-Server (or other data provider).
Added_ts	integer				This UTC-

Column	Data Type	P	M	F	Description
					equivalent value of the ADDED field.
Added_tcode	integer				A reference, derived from 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				A key that is 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.
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

Table G_SYNC_CONTROL

This table contains information about the last events stored by different ICON instances. This information is used during the HA synchronization.

Column List

Legend

Column	Data Type	P	M	F	Description
DomainID	integer	X	X		Reserved
PrimaryID	integer	X	X		The DBID of the primary ICON in an HA pair. The primary ICON application writes this information.
ProviderTag	integer	X	X		The ID of the provider class. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).

Column	Data Type	P	M	F	Description
					#DICTIONARY TYPE 26
ClusterID	integer	X	X		The DBID of the primary server in the HA pair of the provider (such as the primary T-Server or primary Outbound Contact Server).
ProviderID	integer		X		The DBID of the specific provider instance that supplied this event.
EventTimeSec	integer				The time, in seconds, when this event was generated at the provider.
EventTimeUsec	integer				The time, in milliseconds, when this event was generated at the provider.
SessionID	varchar(64)				The session identifier (if supplied) that corresponds to the event.
EventID	varchar(255)				The event identifier as reported by the provider.
GSYS_DOMAIN	integer				Reserved
GSYS_PARTITION	integer				A key that is used for partitioning.
GSYS_SYS_ID	integer				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.

Column	Data Type	P	M	F	Description
GSYS_USEQ	bigint				Update Sequence. Not unique.
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

Table 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.

> **Tip**
>
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>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	integer		X		The timecode value. This corresponds to *_TCODE fields, such as CREATED_TCODE, ADDED_TCODE, DELETED_TCODE, and LASTCHANGE_TCODE in other tables.
TC_MIN	integer		X		The number of minutes corresponding to this timecode.
TC_HOUR	integer		X		The number of hours corresponding to this timecode.

Column	Data Type	P	M	F	Description
TC_DAY	integer		X		The day of the month corresponding to this timecode.
TC_WEEKDAY	integer				Reserved
TC_WEEK	integer				Reserved
TC_MONTH	integer		X		The month number corresponding to this timecode.
TC_YEAR	integer		X		The year value corresponding to this timecode.
TC_DAYNAME	varchar(20)				Reserved
TC_WEEKNAME	varchar(30)				Reserved
TC_MONTHNAME	varchar(20)				Reserved
TC_H	integer				The hour corresponding to this timecode.
TC_Q	integer				The quarter in which this timecode falls.

Table 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.

One prerequisite is that ICON must be able to determine that such data is associated with a specific interaction and that this association is known at runtime. ICON's writing to this table is also determined by the setting of one or more configuration options in the **[filter-data]** section.

> ## Tip
>
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>
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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.
CallID	varchar(50)		X		This field points to the record in the G_CALL table that represents the call to which the data is attached.

Column	Data Type	P	M	F	Description
PartyID	varchar(50)				This field points to the record in the G_PARTY table that represents the last party, associated with the interaction and endpoint, who added, changed, or deleted the data. Any one of the following attributes can be the source of attached data: • AttributeUserData • AttributeExtensions • AttributeReason With a change in the data in AttributeUserData and upon receipt of AttachedDataChangedEvent, then PartyID is defined by the ThirdPartyDN attribute, if any exists. Otherwise, this field is empty.
EndPointID	integer				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

Column	Data Type	P	M	F	Description
					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 attribute. In a SIP Cluster environment, if the endpoint is not configured in Configuration Layer, the value for this field is 0.
EndPointDN	varchar(255)				The device number that is associated with the data.
AgentID	integer				This field contains the DBID of the agent object that represents the person who changed the data. This is the agent who logged into the endpoint that is associated with the data change (if this information is available in the run time).
SwitchID	integer				This field contains the DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID

Column	Data Type	P	M	F	Description
					field is NULL, then so is the SwitchID field, and vice versa.
KeyName	varchar(64)		X		For voice interactions, this field records the name of the UserData key whose value was changed. The user determines which keys should be recorded by specifying them in the ICON configuration user data specification. For chat interactions, this field's value is _attr_is_online.
ChangeType	integer		X		This field specifies the type of change for this record. One of the following values: • 1—Created–Indicates that the value of the key was attached to the interaction. • For voice calls, at the moment the call was created. • For chat

Column	Data Type	P	M	F	Description
					interactions, when ICON received an eventInteractionSubmit event with an isOnline attribute setting of `true`.
					• For e-mail and other 3rd Party Media interactions, when ICON received an eventInteractionSubmit event.
					• 2—Added–Indicates that the value of the key has been added to an existing interaction.
					• 3—Updated–Indicates that the value of the key has changed.
					• For chat, e-mail, and other 3rd Party Media interactions, ICON receives the information

Column	Data Type	P	M	F	Description
					in an eventPropertiesChange event. • 4—Deleted–Indicates that the key has been deleted from UserData. • 5—Terminated–Indicates that ICON records the value of the key: • For voice calls, upon call termination. • For chat, e-mail, and other 3rd Part Media interactions, when ICON received an eventProcessingStoppe event. #DICTIONARY TYPE 19
KSeq	integer		X		The sequential number of the change of the value of the specific key associated with the call. The changes of a key are numbered separately for every call that the key is

Column	Data Type	P	M	F	Description
					associated with. Numbering starts with 1.
CSEQ	integer		X		The actual CSEQ in the call scope at the moment ICON is processing this data record. It should be consistent with the CSeq value in the G_PARTY_HISTORY table. For additional information, refer to the description of the CSeq field in the G_PARTY_HISTORY table.
Type	integer		X		The type of the data source: extensions, reasons, or attached data (userdata), or properties of a multimedia (MCR) workbin instance. One of the following values: • 1—userdata • 2—reasons • 3—extensions • 4—attributes (reserved for future use) • 5—mcr_workbin #DICTIONARY TYPE 20
KEYID	integer		X		The ID of the key name, as

Column	Data Type	P	M	F	Description
					defined in the attached data specification file (**adata_spec.xml**). Valid values for the KeyID are bigger than 10000 but smaller than 100000. If the KeyID is not defined, the value of this field is zero (0). The KeyID is not unique: different KeyNames can have the same KeyID. You can use the KeyID to build indexes to improve data querying by downstream reporting applications. ICON hardcodes KeyIDs for the following attributes from Interaction Server events: • 9995—attr_is_online • 9996—attr_itx_agent_id • 9997—attr_itx_group_id • 9998—attr_itx_place_id • 9999—attr_itx_place_group_id
Value	varchar(1024)				For voice interactions, this field contains the value of the key in

Column	Data Type	P	M	F	Description
					character format. For chat interactions, ICON writes the value of the isOnline attribute of the triggering event from Interaction Server. One of the following: • 0—Chat session has been stopped. • 1—Chat session is alive. For all types of interactions, ICON stores in this field UserData values for certain keys.
Added	timestamp		X		The GMT-equivalent date and time when the key was changed as provided by T-Server (or other data provider).
Added_ts	integer				The UTC-equivalent value of the ADDED field.
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

Column	Data Type	P	M	F	Description
					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 that is 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.
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

Outbound Contact Schema

12 tables, containing data relating to Genesys Outbound Contact.

Outbound Contact Schema Diagram
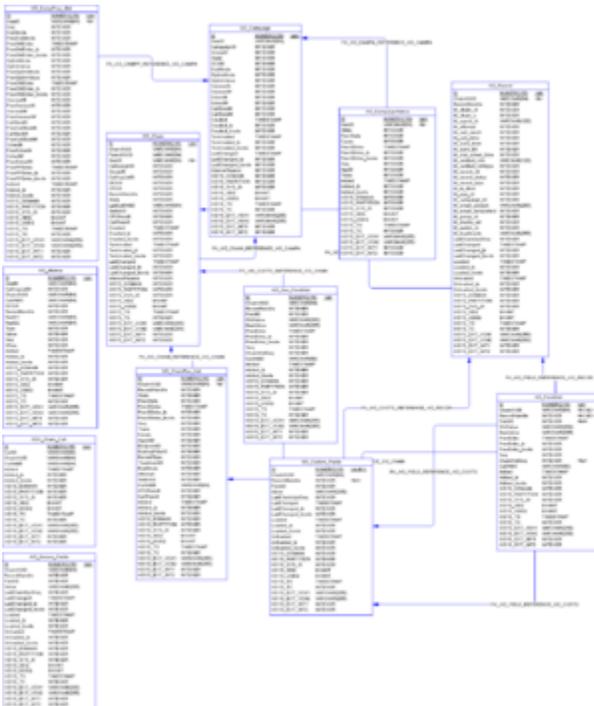
Outbound Contact Data Model Diagram View Large

List of Tables

Table	Description
GOX_Chain_Call	The records in this table reflect the relationship between voice calls (refer to table G_CALL in the Core Schema of IDB) and Chain processing records (refer to table GO_Chain in this schema).
GO_Campaign	This table contains current information about a Campaign, as reported by OCS. Records are inserted into this table when the first OCSD event that is related to campaign processing attempts is received from OCS. The record is updated each time that information about changes to Campaign

Table	Description
	state or Campaign properties are received from OCS
GO_CampaignHistory	This table contains the history of Campaign state changes and campaign property changes that occurred during a campaign processing attempt. Records are inserted into this table when the campaign state changes or when ICON receives information about campaign property changes from OCS. Records in this table are never updated or deleted.
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
GO_Chain	This table contains current information about chains, as reported by OCS. A record is inserted at the time ICON receives the first notification about Chain processing from OCS. The record is updated when there is a change of state of the chain.
GO_ChainRec_hist	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.
GO_Custom_Fields	This table contains information about the content of the custom-defined fields for storage in ICON.
GO_FieldHist	This table contains information about the history of the field changes in the records, as reported by OCS, during chain processing.
GO_Metrics	This table contains the current and latest values of pre-calculated OCS metrics. Records are inserted at the time ICON receives metric information. The information includes the specified type the first time that the combination of objects is specified. The record is updated each time ICON receives changes to metric data.
GO_Record	This table contains information about the content of the records as reported by OCS (mandatory fields only). Records are inserted into this table at the time the loading of the record is reported by OCS. Records contain current and last values of the fields. Records are updated when any mandatory field changes.
GO_Secure_Fields	This table contains information regarding the content of the custom defined fields that are configured to be stored in ICON. They are configured as protected fields. Records are inserted

Table	Description
	into this table when the load of the record is reported by OCS. The records contain current and last values of the fields. Records are updated at the time that a field changes.
GO_Sec_FieldHist	This table contains information about the history of changes to fields that are configured as protected, as reported by OCS during chain processing.

List of Indexes

Table	Index Name	U	C
GO_Campaign	IDX_GO_CAMPAIGN_CID	X	
GO_Chain	IDX_GO_CHAIN_CHID	X	
GO_Custom_Fields	IDX_CUSTOMF_CHID		
GO_Custom_Fields	IDX_CUSTOMF_FID	X	
GO_Record	IDX_GO_REC_CHID		
GO_Record	IDX_GO_REC_PHID	X	
GO_Secure_Fields	IDX_SECUREF_CHID		
GO_Secure_Fields	IDX_SECUREF_PHID	X	

List of References

Child Table	Parent Table	CODE	F
GO_CampaignHistory	GO_Campaign	REFERENCE_1	SessID
GO_CampProp_Hist	GO_Campaign	REFERENCE_8	SessID
GO_Chain	GO_Campaign	REFERENCE_3	SessID
GO_Custom_Fields	GO_Chain	REFERENCE_10	ID
GO_Custom_Fields	GO_Record	REFERENCE_11	RecordHandle
GO_FieldHist	GO_ChainRec_hist	REFERENCE_7	ChainGUID; ChainHistSeq
GO_FieldHist	GO_Custom_Fields	REFERENCE_8	RecordHandle
GO_FieldHist	GO_Custom_Fields	REFERENCE_9	FieldID
GO_FieldHist	GO_Record	REFERENCE_6	ChainGUID; RecordHandle
GO_Record	GO_Chain	REFERENCE_5	ChainGUID

Table GOX_Chain_Call

The records in this table reflect the relationship between voice calls (refer to table G_CALL in the Core Schema of IDB) and Chain processing records (refer to table GO_Chain in this schema). Records are inserted into this table at the time when the association between voice call and processing attempt of the chain is detected by ICON.

> **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.
CallID	varchar(50)				The CallGUID as reported by OCS.
ChainGUID	varchar(64)		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.
CallAttID	varchar(64)		X		The call attempt GUID. This is generated and assigned by OCS. The GUID is unique for each outbound call producing attempt. Same as GO_CHAINREC_HIST.CALLATTID
Added	timestamp		X		The GMT-equivalent date and time when information about the relationship was 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,

Column	Data Type	P	M	F	Description
					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.
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

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.
>
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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.
SessID	varchar(64)		X	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	P	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_tcode	integer				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	P	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_tcode	integer				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	P	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	P	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_tcode	integer				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	P	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	P	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

Table GO_Campaign

This table contains current information about a Campaign, as reported by OCS. Records are inserted into this table when the first OCSD event that is related to campaign processing attempts is received from OCS. The record is updated each time that information about changes to Campaign state or Campaign properties are received from OCS.

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

> ## Tip
>
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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.
SessID	varchar(64)		X		The unique identifier of the Campaign processing attempt. If a campaign has been unloaded and then reloaded, OCS assigns a new SessionGUID.

Column	Data Type	P	M	F	Description
CampaignID	integer		X		The DBID of the Campaign configuration object that OCS uses for the Campaign processing attempt.
GroupID	integer		X		The DBID of the Campaign Group configuration object.
State	integer		X		The current state of the campaign according to the Campaign FSM (finite state machine). One of the following values: • `null`—terminated • 1—loaded • 2—started • 3—unloading #DICTIONARY TYPE 71
OCSID	integer		X		The DBID of the OCS Server application in the Configuration database. The Campaign running on this instance of OCS.
DialMode	integer				The running mode of the campaign as reported by OCS.
OptimMode	integer				The optimization mode of the

Column	Data Type	P	M	F	Description
					campaign with OCS running.
OptimValue	integer				The value of the optimization parameter used by OCS in this campaign.
GeneralN	integer				The numerical value of the priority parameter that OCS uses for general records in this campaign.
GeneralW	integer				The weight of the priority parameter value for general records that OCS uses in this campaign.
SchedN	integer				The numerical value of the priority parameter that OCS uses for scheduled records within this campaign.
SchedW	integer				The weight of the priority parameter value that OCS uses for scheduled records within this campaign.
CallBackN	integer				The numerical value of the priority parameter that OCS uses for the callback records in this campaign.
CallBackW	integer				The weight of the priority parameter value for

Column	Data Type	P	M	F	Description
					callback records that OCS uses for this campaign.
Created	timestamp		X		The GMT-equivalent date and time that the campaign was loaded, as reported by OCS.
Created_ts	integer				The UTC-equivalent value of the CREATED field. Milliseconds are truncated.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	timestamp				The GMT-equivalent date and time when the campaign was unloaded, as reported by OCS.
Terminated_ts	integer				The timestamp of when the campaign was terminated. In seconds (milliseconds truncated).
Terminated_tcode	integer				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
LastChanged	timestamp		X		The GMT-

Column	Data Type	P	M	F	Description
					equivalent date and time of the last event from OCS, with information about change of campaign state or campaign properties.
LastChanged_ts	integer				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	integer				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
InternalReason	integer				The reason the campaign was stopped, if it was stopped at all. This may be due to a failure or ICON may have detected the unavailability of reporting data for this campaign. One of the following values: • null—normal–No special system reason specified. • 1—disconnect–Termination due to disconnect.

Column	Data Type	P	M	F	Description
					• 2—internal_error–Reserved for cases of termination due to internal errors. • 3—register–Termination due to information in the message after registration in the OCS. #DICTIONARY TYPE 73
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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				Reserved
GSYS_EXT_INT2	integer				Reserved

Table GO_CampaignHistory

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

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

> ## Tip
>
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>
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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.
SessID	varchar(64)		X	X	The unique identifier of the Campaign processing attempt. If the campaign was unloaded and reloaded, OCS assigns a new SessionGUID.
State	integer		X		The current

Column	Data Type	P	M	F	Description
					state of the campaign according to the Campaign Finite State Machine (FSM). One of the following values: • 0—null–terminated • 1—loaded • 2—started • 3—unloading #DICTIONARY TYPE 71
PrevState	integer				The previous state of the campaign according to the Campaign Finite State Machine (FSM). One of the following values: • null—terminated • 1—loaded • 2—started • 3—unloading #DICTIONARY TYPE 71
Cause	integer		X		The cause of campaign state change, as provided by OCS. Refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively) for a full listing

Column	Data Type	P	M	F	Description
					of permissible values. The following selected values are described here in order to clarify their meaning:
					• 20—ChainRetrievedFromDB– selected from database (calling list).
					• 21—ChainCampaignUnloaded– unloaded due to whole campaign having been unloaded.
					• 24—ChainRejected–Preview mode only.
					• 25—ChainIsEmpty–All records in chain cancelled or chain cancelled.
					• 26—ChainFilterModified–Customer has changed dialing filter for the calling list. All scheduled chains are affected.
					• 39—ChainRecordAdded–Add record request from the desktop;

Column	Data Type	P	M	F	Description
					adds a record to the chain which is currently in OCS buffers. #DICTIONARY TYPE 75
PrevSEnter	timestamp				The GMT-equivalent date and time when the previous campaign state was detected.
PrevSEnter_ts	integer				The UTC-equivalent value of the PREVSENTER field. Milliseconds are truncated.
PrevSEnter_tcode	integer				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.
Seq	integer		X		Sequence number of the record within the SessID.
AppID	integer				The DBID of the application (if provided by OCS) that initiated the state change.
Trans	integer				The number of the OCS event.
Added	timestamp		X		The GMT-equivalent date and time when the current

Column	Data Type	P	M	F	Description
					campaign state was detected.
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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				Reserved
GSYS_EXT_INT2	integer				Reserved

Table GO_Chain

This table contains current information about chains, as reported by OCS. A record is inserted at the time ICON receives the first notification about Chain processing from OCS. The record is updated when there is a change of state of the chain.

Refer to Outbound Objects and Models in the *Interaction Concentrator User's Guide* for a graphic illustrating the Genesys Chain Finite State Machine.

> ### Tip
>
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>
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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		The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot be changed during chain processing. Same as GO_CHAIN.CHAINGUID.

Column	Data Type	P	M	F	Description
ParentGUID	varchar(64)				Reserved for future use.
SessID	varchar(64)		X	X	The unique identifier of the Campaign processing attempt. See GO_CAMPAIGN.SessID for details.
CampaignID	integer		X		The DBID of the Campaign configuration object in the Configuration database. This ID cannot be changed during chain processing. This has the same value as the related record in GO_Campaign. It is added as part of the database de-normalization process.
GroupID	integer		X		The DBID of the Campaign group configuration object.
CallingListID	integer		X		The DBID of the Calling List object in the Configuration database. This ID cannot be changed during chain processing.
OCSID	integer		X		The DBID of the configured OCS application that reports activity related to this chain.
CPDID	integer				The DBID of the CPD server configuration

Column	Data Type	P	M	F	Description
					object that OCS used to process the chain (if used and reported by OCS).
RecordHandle	integer				The RecordHandle of the record that OCS used in the last chain processing attempt.
State	integer		X		The state of the chain as reported by chain FSM (finite state machine). One of the following values: • 0—null–unloaded/ terminated • 1—scheduled • 2—processing • 3—processed #DICTIONARY TYPE 76
LastCallAttID	varchar(64)				The CallAttemptGUID generated by OCS for the last voice call that OCS tried to produce during the chain processing attempt.
SwitchID	integer				The DBDID of the switch configuration object during the OCS produced outbound call during the last chain

Column	Data Type	P	M	F	Description
					processing attempt (if known and reported by OCS).
CPDResult	integer				The CPD result from the last chain processing attempt (if known and reported by OCS).
CallResult	integer				The call result from the last chain processing attempt.
Created	timestamp		X		The GMT-equivalent date and time of Event Loaded as reported by OCS.
Created_ts	integer				The UTC-equivalent value of the CREATED field. Milliseconds are truncated.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	timestamp				The GMT-equivalent date and time when the chain was finalized or unloaded, as reported by OCS.
Terminated_ts	integer				The UTC-equivalent value of the TERMINATED

Column	Data Type	P	M	F	Description
					field. Milliseconds are truncated.
Terminated_tcode	integer				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
LastChanged	timestamp		X		The GMT-equivalent date and time of the last change of state of the chain, as reported by OCS in OCSD event.
LastChanged_ts	integer				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	integer				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
InternalReason	integer				Reserved
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

Column	Data Type	P	M	F	Description
					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.
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

Table GO_ChainRec

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
>
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>
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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

Table GO_Custom_Fields

This table contains information about the content of the custom-defined fields for storage in ICON.

Warning! These are not configured as protected fields. Records are inserted in this table when the load of the record is reported by OCS. The records contain the current and last values of the fields. The record is updated when the field changes.

> ## Tip
>
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>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	bigserial	X	X	X	The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	varchar(64)		X		The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.

Column	Data Type	P	M	F	Description
RecordHandle	integer		X	X	The record handle of the record taken from this custom field.
FieldID	integer		X		The DBID of the Field configuration object.
Value	varchar(255)				The value of the field.
LastChainUpdSeq	integer		X		Same as GO_CHAINREC_HIST.SEQ.
LastChanged	timestamp		X		The GMT-equivalent last date and time when information about the field was reported by OCS.
LastChanged_ts	integer				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	integer				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
Loaded	timestamp		X		The GMT-equivalent date and time when the record from which this field is taken was loaded by OCS.
Loaded_ts	integer				The UTC-equivalent value of the LOADED field. Milliseconds are truncated.

Column	Data Type	P	M	F	Description
Loaded_tcode	integer				A reference, derived from the value of the LOADED_TS field, to a record in the G_TIMECODE table.
Unloaded	timestamp				The GMT-equivalent date and time when the record from this field was unloaded by OCS.
Unloaded_ts	integer				The UTC-equivalent value of the UNLOADED field. Milliseconds are truncated.
Unloaded_tcode	integer				A reference, derived from the value of the UNLOADED_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).

Column	Data Type	P	M	F	Description
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.
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

Table GO_FieldHist

This table contains information about the history of the field changes in the records, as reported by OCS, during chain processing.

> **Tip**
>
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>
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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 GO_CHAIN.CHAINGUID.
RecordHandle	integer		X	X	The record handle of the record taken from this

Column	Data Type	P	M	F	Description
					custom field.
FieldID	integer		X	X	The DBID of the Field configuration object.
OldValue	varchar(255)				The previous value of the field. On record load time the value is null.
NewValue	varchar(255)				The new value of the field.
PrevEnter	timestamp				The GMT-equivalent date and time when the previous value of the field was reported by OCS.
PrevEnter_ts	integer				The UTC-equivalent value of the PREVENTER field. Milliseconds are truncated.
PrevEnter_tcode	integer				A reference, derived from the value of the PREVENTER_TS field, to a record in the G_TIMECODE table.
Seq	integer		X		The sequence number of the record within the field change history.
ChainHistSeq	integer		X	X	Same as GO_CHAINREC_HIST.SEQ.
CallAttID	varchar(50)				The call attempt GUID. This is generated and assigned by OCS. The GUID is unique for each outbound

Column	Data Type	P	M	F	Description
					call producing attempt. Same as GO_CHAINREC_HIST.CALLATTID
Added	timestamp		X		The GMT-equivalent date and time when the change of the field was reported by OCS. This is taken from the Outbound Contact Server event.
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.

Column	Data Type	P	M	F	Description
					Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
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

Table GO_Metrics

This table contains the current and latest values of pre-calculated OCS metrics. Records are inserted at the time ICON receives metric information. The information includes the specified type the first time that the combination of objects is specified. The record is updated each time ICON receives changes to metric data.

Refer to Integration with Outbound Contact in the *Interaction Concentrator User's Guide* for a description of the pre-calculated metrics that ICON stores for OCS.

> ### 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.
SessID	varchar(64)				The unique identifier of the Campaign processing attempt. If a campaign has been unloaded and then reloaded, OCS assigns a new SessionGUID. Same as

Column	Data Type	P	M	F	Description
					GO_CAMPAIGN.SESSID.
CallingListID	integer				The DBID of the Calling List object in the Configuration database. This ID cannot be changed during chain processing. Same as GO_CHAIN.CALLINGLISTID.
ChainGUID	varchar(64)				The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.
CallAttID	varchar(64)				The CallAttemptGUID generated by OCS for the last voice call that OCS tried to produce during the chain processing attempt. Same as GO_CHAIN.LASTCALLATTID.
OCSID	integer				The DBID of the configured OCS application that reported activity related to this metric.
RecordHandle	integer				The RecordHandle of the record that OCS used in the last chain processing attempt. Same

Column	Data Type	P	M	F	Description
					as GO_CHAIN.RECORDHANDLE.
ResID1	varchar(64)				Reserved
ResID2	varchar(64)				Reserved
Type	integer		X		The type of metric. One of the following values: • 0—GOMetricTypeUndefined • 1—GOMetricTotalRecsPerLis number of physical records in the calling list database view (that is, the database table + an optional WHERE clause from the dialing filter). • 2—GOMetricTotalRecsPerCa number of physical records in all database views (see above) whose calling lists are assigned to the campaign participating in the campaign group. • 3—GOMetricTotalChainsPer number of logical chains in the calling list database

Column	Data Type	P	M	F	Description
					view (that is, the database table + an optional WHERE clause from the dialing filter). A logical chain is defined as one or more database table records bearing the same Chain ID value.
					• 4—GOMetricTotalChainsPer number of logical chains in all database views (see above) whose calling lists are assigned to the campaign participating in the campaign group.
					• 5—GOMetricCurrRecsNotPr number of physical records in the calling list database view (that is, the database table + an optional WHERE clause from the dialing filter) which

Column	Data Type	P	M	F	Description
					have type GENERAL and status READ.
					• 6—GOMetricCurrRecsNotPro number of physical records in all database views (see above) which have type GENERAL and status READY, whose calling lists are assigned to the campaign participating in the campaign group.
					• 7—GOMetricCurrChainsNot number of logical chains in the calling list database view (that is, the database table + an optional WHERE clause from the dialing filter) where at least one record of the chain has type GENERAL and status READY. Logical chain is

Column	Data Type	P	M	F	Description
					defined as one or more database table records bearing the same Chain ID value. • 8—GOMetricCurrChainsNot number of logical chains in all database views (see above) where at least 1 record of the chain has type GENERAL and status READY, and whose calling lists are assigned to the campaign participating in the campaign group. • 9—GOMetricCurrUsedPortsl number of busy (currently occupied for placing outbound calls) CPD Server ports or Switch call classifier ports. • 1 0—GOMetricCurrUsedEngP number of ports used by engaged

Column	Data Type	P	M	F	Description
					calls placed by CPD Server. Calculated only for campaign groups activated in ASM dialing modes with CPD Server. • 1 1—GOMetricDetailCallsOve metric shows that the given call is considered to be overdialled by Outbound Dialing Engine. • 1 2—GOMetricTimeOutbound Duration (in msec). Calculated by OCS for each outbound call. • 1 3—GOMetricTimeOutbound Transfer Duration (in msec). Calculated by OCS for each outbound call. • 1 4—GOMetricTimeOutbound connect Call Progress Detection Duration (in msec).

Column	Data Type	P	M	F	Description
					Calculated by OCS for each outbound call. #DICTIONARY TYPE 77
Value	integer		X		The OCS-provided value for the corresponding statistic type.
Seq	integer				The sequence number of the metric for the same object.
USeq	integer				Reserved
Added	timestamp		X		The GMT-equivalent date and time when the value of the metric was 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,

Column	Data Type	P	M	F	Description
					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.
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

Table GO_Record

This table contains information about the content of the records as reported by OCS (mandatory fields only). Records are inserted into this table at the time the loading of the record is reported by OCS. Records contain current and last values of the fields. Records are updated when any mandatory field changes.

For a description of each mandatory field, refer to the Outbound Contact Server documentation set.

> ## Tip
>
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>
> **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 in the table. This is the primary key.
ChainGUID	varchar(64)			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 record handle taken from the record of this custom field.
M_chain_id	integer		X		The unique identification number of the chain to which the record belongs.
M_chain_n	integer		X		The unique identification number of the record within the chain.
M_agent_id	varchar(128)				The login identifier of the agent who handled the record.
M_attempt	integer				The number of attempts to process the record.
M_call_result	integer				Final outcome of the record processing. Refer to the "Call Result Types" table in the *Outbound Contact Reference Manual* for additional information.
M_call_time	integer				Latest date and time the record has been processed (dialed), in UTC format.
M_daily_from	integer				Earliest time of the day when a customer can be contacted (seconds since midnight).

Column	Data Type	P	M	F	Description
M_daily_till	integer				Latest time of the day when a customer can be contacted (seconds since midnight).
M_dial_sched_time	integer				Date and time for which the processing of the record has been scheduled or rescheduled, in UTC format.
M_contact_info	varchar(128)				The customer's contact information, which is the phone number in the voice campaign.
M_contact_infotype	integer				Type of contact information, phone type in the voice campaign. Refer to the "Contact Information Types" table in the *Outbound Contact Reference Manual* for additional information.
M_record_id	integer				The unique identification number of a calling record.
M_record_status	integer		X		The current status of the record. Refer to the "Record Statuses" table in the *Outbound Contact Reference Manual* for additional information.
M_record_type	integer		X		The type of the

Column	Data Type	P	M	F	Description
					record. Refer to the "Record Types" table in the *Outbound Contact Reference Manual* for additional information.
M_tz_dbid	integer		X		The configuration DBID of the time zone object associated with the calling record.
M_app_id	integer				Reserved for future use.
M_campaign_id	integer		X		The configuration DBID of the Outbound Dialing Campaign as a part of which the record has been processed.
M_email_subject	varchar(255)				Reserved for future use.
M_email_template_id	integer				Reserved for future use.
M_group_id	integer		X		Reserved for future use.
M_media_ref	integer				Reserved for future use.
M_switch_id	integer				The DBID of the switch where the agent who handled the record logged in.
M_treatments	varchar(255)				Treatments application history. For more information, refer to the "Treatments"

Column	Data Type	P	M	F	Description
					chapter in the *Outbound Contact Deployment Guide*.
LastChainUpdSeq	integer				Same as GO_CHAINREC_HIST.SEQ.
LastChanged	timestamp				The GMT-equivalent date and time when the change to any mandatory field in the record was reported by OCS. This is taken from the Outbound Contact Server event.
LastChanged_ts	integer				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	integer				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
Loaded	timestamp		X		The GMT-equivalent date and time when the record taken from this field was loaded by OCS.
Loaded_ts	integer				The UTC-equivalent value of the LOADED field. Milliseconds are truncated.
Loaded_tcode	integer				A reference,

Column	Data Type	P	M	F	Description
					derived from the value of the LOADED_TS field, to a record in the G_TIMECODE table.
Unloaded	timestamp				The GMT-equivalent date and time when the record taken from this field was unloaded by OCS.
Unloaded_ts	integer				The UTC-equivalent value of the UNLOADED field. Milliseconds are truncated.
Unloaded_tcode	integer				A reference, derived from the value of the UNLOADED_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

Column	Data Type	P	M	F	Description
					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.
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

Table GO_Sec_FieldHist

This table contains information about the history of changes to fields that are configured as protected, as reported by OCS during chain processing.

> **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.
>
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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		The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.
RecordHandle	integer		X		The record handle taken from the record of this custom

Column	Data Type	P	M	F	Description
					field.
FieldID	integer		X		The DBID of the Field configuration object.
OldValue	varchar(255)				The previous value of the field. On record load time, the value is NULL.
NewValue	varchar(255)				The new value of the field.
PrevEnter	timestamp				The GMT-equivalent date and time when the previous value of the field was reported by OCS.
PrevEnter_ts	integer				The UTC-equivalent value of the PREVENTER field. Milliseconds are truncated.
PrevEnter_tcode	integer				A reference, derived from the value of the PREVENTER_TS field, to a record in the G_TIMECODE table.
Seq	integer		X		The sequence number of the record within the field change history.
ChainHistSeq	integer		X		Same as GO_CHAINREC_HIST.SEQ.
CallAttID	varchar(50)				Same as GO_CHAINREC_HIST.CALLATTID
Added	timestamp		X		The GMT-equivalent date and time when the change of the field was

Column	Data Type	P	M	F	Description
					reported by OCS. This is taken from the Outbound Contact Server event.
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.
GSYS_TS	timestamp				Reserved

Column	Data Type	P	M	F	Description
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

Table GO_Secure_Fields

This table contains information regarding the content of the custom defined fields that are configured to be stored in ICON. They are configured as protected fields. Records are inserted into this table when the load of the record is reported by OCS. The records contain current and last values of the fields. Records are updated at the time that a field changes.

> **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.
>
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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		The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.
RecordHandle	integer		X		The record handle of the

Column	Data Type	P	M	F	Description
					record taken from this custom field.
FieldID	integer		X		The DBID of the Field configuration object.
Value	varchar(255)				The value of the field.
LastChainUpdSeq	integer		X		This is equal to the value of the seq field seq in the related record in GO_CHAINREC_HIST.
LastChanged	timestamp		X		The GMT-equivalent date and time when information about the field was last reported by OCS.
LastChanged_ts	integer				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	integer				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
Loaded	timestamp		X		The GMT-equivalent date and time when the record taken from this field was loaded by OCS.
Loaded_ts	integer				The UTC-equivalent value of the

Column	Data Type	P	M	F	Description
					LOADED field. Milliseconds are truncated.
Loaded_tcode	integer				A reference, derived from the value of the LOADED_TS field, to a record in the G_TIMECODE table.
Unloaded	timestamp				The GMT-equivalent date and time when the record taken from this field was unloaded by OCS.
Unloaded_ts	integer				The UTC-equivalent value of the UNLOADED field. Milliseconds are truncated.
Unloaded_tcode	integer				A reference, derived from the value of the UNLOADED_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,

Column	Data Type	P	M	F	Description
					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.
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

Multimedia Attached Data Schema

This schema contains tables that store data related to predefined logical keys in the attached data of multimedia interactions.

Multimedia Attached Data Schema Diagram
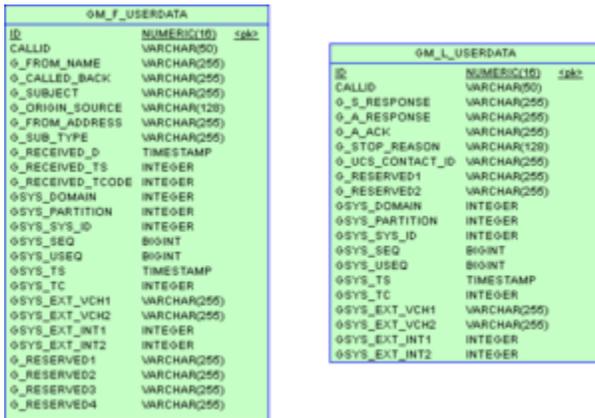
Data Model Diagram for Multimedia Attached Data
View Large

List of Tables

Table	Description
GM_F_USERDATA	This table contains information about predefined logical keys in the attached data of multimedia interactions. The data store in this table corresponds to the data available after interaction creation.
GM_L_USERDATA	This table contains information about predefined logical keys in the attached data of multimedia interactions. The data store in this table corresponds to the data available after interaction termination.

List of Indexes

Table	Index Name	U	C
GM_F_USERDATA	IDX_GM_F_UDATA_CID	X	
GM_L_USERDATA	IDX_GM_L_UDATA_CID	X	

List of References

No references defined.

Table GM_F_USERDATA

This table contains information about predefined logical keys in the attached data of multimedia interactions. The data store in this table corresponds to the data available after interaction creation.

If a multimedia interaction was created in the past and has been restored, and if the **om-force-adata** configuration option for the ICON application has been set to `true`, this table also stores a snapshot of UserData that corresponds to the interaction-related data.

> ### 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 the record. This is the primary key.
CALLID	varchar(50)		X		The Multimedia interaction ID having the same value as that stored in the CALLID field of the G_CALL table.
G_FROM_NAME	varchar(255)				The value of the From Name logical key, or the value of

Column	Data Type	P	M	F	Description
					the user-defined key that corresponds to the `mcr-from-name` field attribute in the attached data specification file.
G_CALLED_BACK	varchar(255)				The value of the user-defined key that corresponds to the `mcr-called-back` field attribute in the attached data specification file.
G_SUBJECT	varchar(1024)				The value of the Subject logical key, or the value of the user-defined key that corresponds to the `mcr-subject` field attribute in the attached data specification file.
G_ORIGIN_SOURCE	varchar(128)				The value of the Origination Source logical key, or the value of the user-defined key that corresponds to the `mcr-origin-source` field attribute in the attached data specification file.
G_FROM_ADDRESS	varchar(255)				The value of the From Email Address logical

Column	Data Type	P	M	F	Description
					key, or the value of the user-defined key that corresponds to the `mcr-from-address` field attribute in the attached data specification file.
G_SUB_TYPE	varchar(255)				The value of event attribute `attr_itx_subtype`.
G_RECEIVED_D	timestamp				The GMT-equivalent time when the multimedia interaction was received.
G_RECEIVED_TS	integer				The UTC-equivalent value of the G_RECEIVED_D field.
G_RECEIVED_ TCODE	integer				A reference, derived from the value of the G_RECEIVED_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,

Column	Data Type	P	M	F	Description
					respectively).
GSYS_PARTITION	integer				A key that is used for partitioning.
GSYS_SYS_ID	integer				The DBID of the ICON instance that created this record.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved for future use.
GSYS_TC	integer				Reserved for future use.
GSYS_EXT_VCH1	varchar(255)				Reserved for future use.
GSYS_EXT_VCH2	varchar(255)				Reserved for future use.
GSYS_EXT_INT1	integer				Integer value of timestamp from last TEvents that cause record update.
GSYS_EXT_INT2	integer				Reserved for future use.
G_RESERVED1	varchar(255)				The value of the user-defined key that corresponds to the `mcr-reserved-1` field attribute in the attached data specification file.
G_RESERVED2	varchar(255)				The value of the user-defined key that corresponds to the `mcr-reserved-2`

Column	Data Type	P	M	F	Description
					field attribute in the attached data specification file.
G_RESERVED3	varchar(255)				The value of the user-defined key that corresponds to the `mcr-reserved-3` field attribute in the attached data specification file.
G_RESERVED4	varchar(255)				The value of the user-defined key that corresponds to the `mcr-reserved-4` field attribute in the attached data specification file.

Table GM_L_USERDATA

This table contains information about predefined logical keys in the attached data of multimedia interactions. The data store in this table corresponds to the data available after interaction termination.

> ## 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 the record. This is the primary key.
CALLID	varchar(50)		X		The Multimedia interaction ID having the same value as that stored in the CALLID field of the G_CALL table.
G_S_RESPONSE	varchar(255)				The value of the user-defined key that corresponds to the **mcr-suggested-response** field

Column	Data Type	P	M	F	Description
					attribute in the attached data specification file.
G_A_RESPONSE	varchar(255)				The value of the user-defined key that corresponds to the **mcr-auto-response** field attribute in the attached data specification file.
G_A_ACK	varchar(255)				The value of the user-defined key that corresponds to the **mcr-auto-ack** field attribute in the attached data specification file.
G_STOP_REASON	varchar(128)				The value of event attribute **attr_reason_system_name**.
G_UCS_CONTACT_ID	varchar(255)				The value of the Multimedia Customer ID logical key, or the value of the user-defined key that corresponds to the **mcr-ucs-contact-id** attribute in the attached data specification file.
G_RESERVED1	varchar(255)				Reserved for future use.
G_RESERVED2	varchar(255)				Reserved for future use.
GSYS_DOMAIN	integer				Contains the data source session ID (DSS_ID) for

Column	Data Type	P	M	F	Description
					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				The DBID of the ICON instance that created this record.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved for future use.
GSYS_TC	integer				Reserved for future use.
GSYS_EXT_VCH1	varchar(255)				The name of the party that issued a request to stop an interaction processing. One of the following values: • Empty string—An empty string is reported instead of the name when no information

Column	Data Type	P	M	F	Description
					is available about the party that requested to stop interaction processing. (GYS_EXT_INT1 field is set to 0.)
					• Strategy name—The name of the routing strategy that issued a request to stop an interaction processing. (GYS_EXT_INT1 field is set to 1.)
					• Agent's ID—The employee ID of the agent who issued a request to stop an interaction processing. This value is reported for agents who provide the employee ID at login. (GYS_EXT_INT1 field is set to 2.)
					• Place name—The name of the place where an agent is logged in, when an agent who

Column	Data Type	P	M	F	Description
					issued a request to stop an interaction processing has not provided the employee ID at login. (GYS_EXT_INT1 field is set to 3.) • Media server name—The name of the application that has stopped an interaction processing. (GYS_EXT_INT1 field is set to 4.)
GSYS_EXT_VCH2	varchar(255)				The ID of the party that issued a request to stop an interaction processing and that is named in the GSYS_EXT_VCH1 field. One of the following values: • The same as GM_L_USERDATA.PartyID for a strategy, an agent, or a place. • An empty string, if the request originator is either a

Column	Data Type	P	M	F	Description
					media server or unknown.
GSYS_EXT_INT1	integer				The type of acting party that issued a request to stop an interaction processing and that is named in the GSYS_EXT_VCH1 field. One of the following values: • 0—unknown–No information is available about the party that requested to stop an interaction processing. • 1—strategy–The interaction processing has stopped because of a routing strategy. • 2—agent–The interaction processing has stopped at an agent request, and the agent's Employee ID was provided with login. • 3—place–The interaction processing has stopped at

Column	Data Type	P	M	F	Description
					an agent request, and the agent is identified by the place of login. • 4—media server–An application that handles open media interactions issued a request to stop an interaction processing. #DICTIONARY TYPE 88
GSYS_EXT_INT2	integer				Integer value of the timestamp from the last TEvent that caused the record update.

Virtual Queue Schema

1 table, containing data related to virtual queues in call processing.

Virtual Queue Schema Diagram

G_VIRTUAL_QUEUE		
ID	NUMERIC(16)	<pk>
VQID	VARCHAR(50)	
VQDN	VARCHAR(255)	
VQDNID	INTEGER	
VQSwitchID	INTEGER	
OrigCallID	VARCHAR(50)	
OrigSwitchID	INTEGER	
OrigDNType	INTEGER	
OrigDN	VARCHAR(255)	
OrigDNID	INTEGER	
OrigObjType	INTEGER	
TargetCallID	VARCHAR(50)	
TargetSwitchID	INTEGER	
TargetDNType	INTEGER	
TargetDN	VARCHAR(255)	
TargetDNID	INTEGER	
TargetObjType	INTEGER	
DistCallID	VARCHAR(50)	
DistSwitchID	INTEGER	
DistDNType	INTEGER	
DistDN	VARCHAR(255)	
DistDNID	INTEGER	
DistObjType	INTEGER	
VQExtVCH1	VARCHAR(50)	
VQExtVCH2	VARCHAR(50)	
Status	INTEGER	
Cause	INTEGER	
Created	TIMESTAMP	
Created_ts	INTEGER	
Created_tcode	INTEGER	
Terminated	TIMESTAMP	
Terminated_ts	INTEGER	
Terminated_tcode	INTEGER	
GSYS_DOMAIN	INTEGER	
GSYS_PARTITION	INTEGER	
GSYS_SYS_ID	INTEGER	
GSYS_SEQ	BIGINT	
GSYS_USEQ	BIGINT	
GSYS_TS	TIMESTAMP	
GSYS_TC	INTEGER	
GSYS_EXT_VCH1	VARCHAR(255)	
GSYS_EXT_VCH2	VARCHAR(255)	
GSYS_EXT_INT1	INTEGER	
GSYS_EXT_INT2	INTEGER	

Virtual Queue Data Model Diagram
View Large

List of Tables

Table	Description
G_VIRTUAL_QUEUE	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.

List of Indexes

Table	Index Name	U	C
G_VIRTUAL_QUEUE	IDX_G_VQUEUE_VQID	X	

List of References

No references defined.

Table G_VIRTUAL_QUEUE

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.
>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	bigserial	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

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.

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

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

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

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.

Custom States Schema

3 tables, containing data related to user data attached to voice interactions.

Custom States Schema Diagram

Custom States Data Model Diagram View Large

List of Tables

Table	Description
G_CUSTOM_DATA_P	This table contains principal information about user data that is attached to a voice call interaction. This information originates from T-Server's EventUserEvent TEvents.
G_CUSTOM_DATA_S	This table records the changes to the user data that is associated with a voice call.
G_CUSTOM_STATES	This table contains detailed information about an agent's state changes during his or her login session.

List of Indexes

No indexes are defined.

List of References

No references defined.

Table G_CUSTOM_DATA_P

This table contains principal information about user data that is attached to a voice call interaction. This information originates from T-Server's EventUserEvent TEvents.

> ## Tip
>
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>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	serial	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.
PartyID	varchar(50)				This field points to the PARTYGUID record in the G_PARTY table, which represents the

Column	Data Type	P	M	F	Description
					party ID that remains unchanged during the lifetime of the party. This field may be NULL.
PSEQ	integer		X		The sequence that corresponds to a record in the G_PARTY_HISTORY table.
EndPointID	integer				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 exists. Otherwise, this is the party that is defined by the **ThisDN** attribute (if any). For other changes, the party is defined by the **ThisDN** attribute.
EndPointDN	varchar(255)				The device number that is associated with the data.
AgentID	integer				The DBID of

Column	Data Type	P	M	F	Description
					the agent object that represents the person who changed the data. This is the agent who logged into the endpoint that is associated with the data change (if this information is available during run time).
SwitchID	integer				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 this field, and vice versa.
TenantID	integer				The DBID of the Tenant that is associated with the Switch.
Added	timestamp		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	integer				The UTC-equivalent value of the ADDED field.
Added_tcode	integer				A reference, derived from the value in

Column	Data Type	P	M	F	Description
					the ADDED_TS field, to a record in the G_TIMECODE table.
CUST_DATA_1	varchar(128)				The value of the **cust-data-1** attribute of userdata.
CUST_DATA_2	varchar(128)				The value of the **cust-data-2** attribute of userdata
CUST_DATA_3	varchar(128)				The value of the **cust-data-3** attribute of userdata
CUST_DATA_4	varchar(128)				The value of the **cust-data-4** attribute of userdata
CUST_DATA_5	varchar(128)				The value of the **cust-data-5** attribute of userdata
CUST_DATA_6	varchar(128)				The value of the **cust-data-6** attribute of userdata
CUST_DATA_7	varchar(128)				The value of the **cust-data-7** attribute of userdata
CUST_DATA_8	varchar(128)				The value of the **cust-data-8** attribute of userdata
CUST_DATA_9	varchar(128)				The value of the **cust-data-9** attribute of userdata
CUST_DATA_10	varchar(128)				The value of

Column	Data Type	P	M	F	Description
					the **cust-data-10** attribute of userdata
CUST_DATA_11	varchar(128)				The value of the **cust-data-11** attribute of userdata
CUST_DATA_12	varchar(128)				The value of the **cust-data-12** attribute of userdata
CUST_DATA_13	varchar(128)				The value of the **cust-data-13** attribute of userdata
CUST_DATA_14	varchar(128)				The value of the **cust-data-14** attribute of userdata
CUST_DATA_15	varchar(128)				The value of the **cust-data-15** attribute of userdata
CUST_DATA_16	varchar(128)				The value of the **cust-data-16** attribute of userdata
CUST_DATA_17	varchar(128)				The value of the **cust-data-17** attribute of userdata
CUST_DATA_18	varchar(128)				The value of the **cust-data-18** attribute of userdata
CUST_DATA_19	varchar(128)				The value of the **cust-data-19** attribute of userdata
GSYS_DOMAIN	integer				Reserved

Column	Data Type	P	M	F	Description
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				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	integer				Reserved

Table G_CUSTOM_DATA_S

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
>
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>
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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.
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.

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	integer		X		The sequence that corresponds to the G_PARTY_HISTORY.
EndPointID	integer				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**

Column	Data Type	P	M	F	Description
					attribute.
EndPointDN	varchar(255)				The device number that is associated with the data.
AgentID	integer				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	integer				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	integer				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

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	timestamp		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	integer				The UTC-equivalent value of the ADDED field.
Added_tcode	integer				A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	integer				Reserved
GSYS_PARTITION	integer				A key that is used for partitioning.

Column	Data Type	P	M	F	Description
GSYS_SYS_ID	integer				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	integer				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	integer				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.

Table G_CUSTOM_STATES

This table contains detailed information about an agent's state changes during his or her login session. The records inserted into this table include:

- changes to the agent's state
- changes to the agent's pending state
- changes to the agent's workmode
- changes to the agent's hardware reason code
- the fact that the agent connects or disconnects to a call

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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.
CallID	varchar(50)				This field points to the record in the G_CALL table that represents the call with which the data is associated.

Column	Data Type	P	M	F	Description
					This field may be NULL.
PartyID	varchar(50)				This field points to the record in the G_PARTY table that represents the party with which the data is associated. This field may be NULL.
PSEQ	integer		X		The sequence that corresponds to the G_PARTY_HISTORY.
EndPointID	integer				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 exists. Otherwise, this is the party that is defined by the **ThisDN** attribute (if any). For other changes, the party is defined by the **ThisDN** attribute.
EndPointDN	varchar(255)				The device

Column	Data Type	P	M	F	Description
					number that is associated with the data.
AgentID	integer				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	integer				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	integer				The DBID of the Tenant that is associated with the Switch.
StateCode	integer		X		State of the agent on device (endpointid) against queue (queueid), or previous state in G_AGENT_STATE_HISTORY table. One of the following values:

Column	Data Type	P	M	F	Description
					• 0—null–Agent is logged off. • 1—login–Agent is logged in, but no information is available to indicate whether the agent is ready to receive calls. • 2—notready–Agent is not ready to receive calls. • 3—ready–Agent is ready to receive calls. • 4—acw–Agent is in after call work state. • 5—busy–Agent is on the call. • 6—unknown–Agent's login session is present, but ICON has no information about the agent's state (due to a disconnection from T-Server, for example). #DICTIONARY TYPE 16
CUST_DATA_1	varchar(128)				The value of the **cust-**

Column	Data Type	P	M	F	Description
					data-1 attribute of userdata.
CUST_DATA_2	varchar(128)				The value of the **cust-data-2** attribute of userdata.
CUST_DATA_3	varchar(128)				The value of the **cust-data-3** attribute of userdata.
CUST_DATA_4	varchar(128)				The value of the **cust-data-4** attribute of userdata.
CUST_DATA_5	varchar(128)				The value of the **cust-data-5** attribute of userdata.
CUST_DATA_6	varchar(128)				The value of the **cust-data-6** attribute of userdata.
CUST_DATA_7	varchar(128)				The value of the **cust-data-7** attribute of userdata.
CUST_DATA_8	varchar(128)				The value of the **cust-data-8** attribute of userdata.
CUST_DATA_9	varchar(128)				The value of the **cust-data-9** attribute of userdata.
CUST_DATA_10	varchar(128)				The value of the **cust-data-10** attribute of userdata.
CUST_DATA_11	varchar(128)				The value of the **cust-data-11**

Column	Data Type	P	M	F	Description
					attribute of userdata.
CUST_DATA_12	varchar(128)				The value of the **cust-data-12** attribute of userdata.
CUST_DATA_13	varchar(128)				The value of the **cust-data-13** attribute of userdata.
CUST_DATA_14	varchar(128)				The value of the **cust-data-14** attribute of userdata.
CUST_DATA_15	varchar(128)				The value of the **cust-data-15** attribute of userdata.
CUST_DATA_16	varchar(128)				The value of the **cust-data-16** attribute of userdata.
CUST_DATA_17	varchar(128)				The value of the **cust-data-17** attribute of userdata.
CUST_DATA_18	varchar(128)				The value of the **cust-data-18** attribute of userdata.
CUST_DATA_19	varchar(128)				The value of the **cust-data-19** attribute of userdata.
Added	timestamp		X		The GMT-equivalent date and time when information about an agent's change of agent's state was detected.

Column	Data Type	P	M	F	Description
Added_ts	integer				The UTC-equivalent value of the ADDED field.
Added_tcode	integer				A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.
Terminated	timestamp				The GMT-equivalent date and time when the party was released from the call.
Terminated_ts	integer				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	integer				A reference, derived from the value in the TERMINATED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	integer				Reserved
GSYS_PARTITION	integer				A key that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_INT1	integer				Reserved
GSYS_EXT_INT2	integer				Reserved

Custom Dispatcher Attached Data Schema

1 table, containing data related to attached call data from a custom attached data dispatcher.

Custom Dispatcher Attached Data Schema Diagram

G_SAMPLE_CUST_ADATA		
ID	NUMERIC(16)	<pk>
CALLID	VARCHAR(50)	
CALL_TS	INTEGER	
Switch_ID	INTEGER	
Tenant_ID	INTEGER	
C_INT_1	INTEGER	
C_INT_2	INTEGER	
C_INT_3	INTEGER	
C_INT_4	INTEGER	
C_INT_5	INTEGER	
C_INT_6	INTEGER	
C_INT_7	INTEGER	
C_INT_8	INTEGER	
C_INT_9	INTEGER	
C_INT_10	INTEGER	
C_INT_11	INTEGER	
C_INT_12	INTEGER	
C_INT_13	INTEGER	
C_INT_14	INTEGER	
C_INT_15	INTEGER	
C_INT_16	INTEGER	
C_INT_17	INTEGER	
C_INT_18	INTEGER	
C_INT_19	INTEGER	
C_INT_20	INTEGER	
C_INT_21	INTEGER	
C_INT_22	INTEGER	
C_INT_23	INTEGER	
C_INT_24	INTEGER	
C_INT_25	INTEGER	
C_INT_26	INTEGER	
C_INT_27	INTEGER	
C_INT_28	INTEGER	
C_INT_29	INTEGER	
C_INT_30	INTEGER	
C_INT_31	INTEGER	
C_INT_32	INTEGER	
C_INT_33	INTEGER	
C_INT_34	INTEGER	
C_STR_1	VARCHAR(10)	
C_STR_2	VARCHAR(10)	
C_STR_3	VARCHAR(10)	
C_STR_4	VARCHAR(10)	
C_STR_5	VARCHAR(10)	
C_STR_6	VARCHAR(10)	
C_STR_7	VARCHAR(10)	
C_STR_8	VARCHAR(10)	
C_STR_9	VARCHAR(10)	
C_STR_10	VARCHAR(10)	
C_STR_11	VARCHAR(10)	
C_STR_12	VARCHAR(10)	
C_STR_13	VARCHAR(10)	
C_STR_14	VARCHAR(10)	
C_STR_15	VARCHAR(10)	
C_STR_16	VARCHAR(10)	
C_STR_17	VARCHAR(10)	
C_STR_18	VARCHAR(10)	
C_STR_19	VARCHAR(10)	
C_STR_20	VARCHAR(10)	
C_STR_21	VARCHAR(10)	
C_STR_22	VARCHAR(10)	
C_STR_23	VARCHAR(10)	
C_STR_24	VARCHAR(10)	
C_STR_25	VARCHAR(10)	
C_STR_26	VARCHAR(10)	
C_STR_27	VARCHAR(10)	
C_STR_28	VARCHAR(10)	
C_STR_29	VARCHAR(10)	
C_STR_30	VARCHAR(10)	
C_STR_31	VARCHAR(10)	
C_STR_32	VARCHAR(10)	
C_STR_33	VARCHAR(10)	
C_STR_34	VARCHAR(10)	
GSYS_DOMAIN	INTEGER	
GSYS_PARTITION	INTEGER	
GSYS_SYS_ID	INTEGER	
GSYS_SEQ	BIGINT	
GSYS_USEQ	BIGINT	
GSYS_TS	TIMESTAMP	
GSYS_TC	INTEGER	
GSYS_EXT_VCH1	VARCHAR(255)	
GSYS_EXT_VCH2	VARCHAR(255)	
GSYS_EXT_INT1	INTEGER	
GSYS_EXT_INT2	INTEGER	

Custom Dispatcher Attached Data
Data Model Diagram View Large

List of Tables

Table	Description
G_SAMPLE_CUST_ADATA	This sample table stores attached call data from a custom attached data dispatcher.

List of Indexes

Table	Index Name	U	C
G_SAMPLE_CUST_ADATA	IDX_G_SAMPLE_CDATA_TS		

List of References

No references defined.

Table G_SAMPLE_CUST_ADATA

This sample table stores attached call data from a custom attached data dispatcher.

> ## 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.
CALLID	varchar(50)		X		Global unique call ID.
CALL_TS	integer		X		The timestamp of call creation.
Switch_ID	integer		X		The DBID of the Switch configuration object in Configuration Server where the call was observed.
Tenant_ID	integer		X		The DBID of the Tenant where the Switch is configured.

Column	Data Type	P	M	F	Description
C_INT_1	integer				The integer value of attached data key.
C_INT_2	integer				The integer value of attached data key.
C_INT_3	integer				The integer value of attached data key.
C_INT_4	integer				The integer value of attached data key.
C_INT_5	integer				The integer value of attached data key.
C_INT_6	integer				The integer value of attached data key.
C_INT_7	integer				The integer value of attached data key.
C_INT_8	integer				The integer value of attached data key.
C_INT_9	integer				The integer value of attached data key.
C_INT_10	integer				The integer value of attached data key.
C_INT_11	integer				The integer value of attached data key.
C_INT_12	integer				The integer value of attached data key.
C_INT_13	integer				The integer value of

Column	Data Type	P	M	F	Description
					attached data key.
C_INT_14	integer				The integer value of attached data key.
C_INT_15	integer				The integer value of attached data key.
C_INT_16	integer				The integer value of attached data key.
C_INT_17	integer				The integer value of attached data key.
C_INT_18	integer				The integer value of attached data key.
C_INT_19	integer				The integer value of attached data key.
C_INT_20	integer				The integer value of attached data key.
C_INT_21	integer				The integer value of attached data key.
C_INT_22	integer				The integer value of attached data key.
C_INT_23	integer				The integer value of attached data key.
C_INT_24	integer				The integer value of attached data key.
C_INT_25	integer				The integer value of attached data key.

Column	Data Type	P	M	F	Description
C_INT_26	integer				The integer value of attached data key.
C_INT_27	integer				The integer value of attached data key.
C_INT_28	integer				The integer value of attached data key.
C_INT_29	integer				The integer value of attached data key.
C_INT_30	integer				The integer value of attached data key.
C_INT_31	integer				The integer value of attached data key.
C_INT_32	integer				The integer value of attached data key.
C_INT_33	integer				The integer value of attached data key.
C_INT_34	integer				The integer value of attached data key.
C_STR_1	varchar(10)				The string value of the call attached data key.
C_STR_2	varchar(10)				The string value of the call attached data key.
C_STR_3	varchar(10)				The string value of the call attached data key.
C_STR_4	varchar(10)				The string value of the

Column	Data Type	P	M	F	Description
					call attached data key.
C_STR_5	varchar(10)				The string value of the call attached data key.
C_STR_6	varchar(10)				The string value of the call attached data key.
C_STR_7	varchar(10)				The string value of the call attached data key.
C_STR_8	varchar(10)				The string value of the call attached data key.
C_STR_9	varchar(10)				The string value of the call attached data key.
C_STR_10	varchar(10)				The string value of the call attached data key.
C_STR_11	varchar(10)				The string value of the call attached data key.
C_STR_12	varchar(10)				The string value of the call attached data key.
C_STR_13	varchar(10)				The string value of the call attached data key.
C_STR_14	varchar(10)				The string value of the call attached data key.
C_STR_15	varchar(10)				The string value of the call attached data key.
C_STR_16	varchar(10)				The string value of the call attached data key.

Column	Data Type	P	M	F	Description
C_STR_17	varchar(10)				The string value of the call attached data key.
C_STR_18	varchar(10)				The string value of the call attached data key.
C_STR_19	varchar(10)				The string value of the call attached data key.
C_STR_20	varchar(10)				The string value of the call attached data key.
C_STR_21	varchar(10)				The string value of the call attached data key.
C_STR_22	varchar(10)				The string value of the call attached data key.
C_STR_23	varchar(10)				The string value of the call attached data key.
C_STR_24	varchar(10)				The string value of the call attached data key.
C_STR_25	varchar(10)				The string value of the call attached data key.
C_STR_26	varchar(10)				The string value of the call attached data key.
C_STR_27	varchar(10)				The string value of the call attached data key.
C_STR_28	varchar(10)				The string value of the call attached data key.
C_STR_29	varchar(10)				The string value of the

Column	Data Type	P	M	F	Description
					call attached data key.
C_STR_30	varchar(10)				The string value of the call attached data key.
C_STR_31	varchar(10)				The string value of the call attached data key.
C_STR_32	varchar(10)				The string value of the call attached data key.
C_STR_33	varchar(10)				The string value of the call attached data key.
C_STR_34	varchar(10)				The string value of the call attached data key.
GSYS_DOMAIN	integer				Reserved
GSYS_PARTITION	integer				A key that is 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.
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

Data Source Session Control Schema

The tables in this schema are control tables for each ICON provider. Provider refers to the ICON functionality that provides data for a particular ICON database schema. ICON populates the table for a particular provider only if the corresponding role option has been defined for the ICON Application. All the tables in this schema have the same structure.

For information about when records are created and updated in the provider control tables, see the section in the *Interaction Concentrator User's Guide* about determining data availability and reliability.

Data Source Session Control Schema Diagram
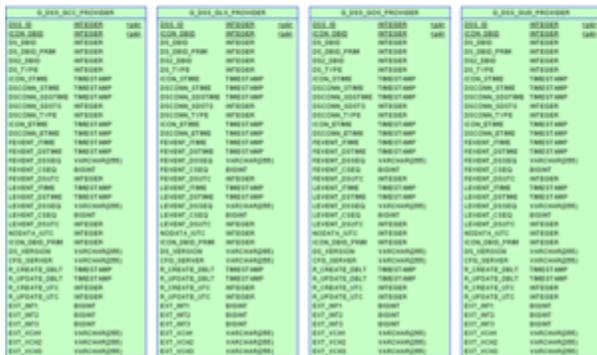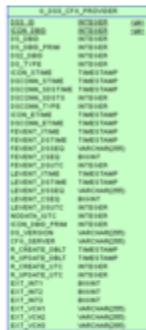
Data Source Session Control Data Model Diagram
View Large

List of Tables

Table	Description
G_DSS_CFG_PROVIDER	The control table for the `cfg` role, which stores configuration-related information. The data source

Table	Description
	is Configuration Server.
G_DSS_GCC_PROVIDER	The control table for the gcc role, which stores interaction-related and party-related information. The data sources are T-Server and Interaction Server.
G_DSS_GLS_PROVIDER	The control table for the gls role, which stores data that pertains to agent states and agent login sessions. The data sources are T-Server and Interaction Server.
G_DSS_GOS_PROVIDER	The control table for the gos role, which stores data that pertains to outbound calls and campaigns. The data source is Outbound Contact Server (OCS).
G_DSS_GUD_PROVIDER	The control table for the gud role, which stores data that pertains to attached data associated with interactions. The data sources are T-Server and Interaction Server.

List of Indexes

No indexes are defined.

List of References

No references defined.

Table G_DSS_CFG_PROVIDER

The control table for the `cfg` role, which stores configuration-related information. The data source is Configuration Server.

> ## 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
DSS_ID	integer	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	integer	X	X		The DBID of the ICON instance that created this record.
DS_DBID	integer				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	integer				The DBID of the primary data source server (if

Column	Data Type	P	M	F	Description
					defined in the Configuration Layer).
DS2_DBID	integer				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	integer				The type of data source server: 4 = Configuration Server
ICON_STIME	timestamp				The timestamp when ICON was started.
DSCONN_STIME	timestamp				The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	timestamp				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	integer				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	integer				The type of connection: • 1—First connection • 2—Reconnect • 5—Data source

Column	Data Type	P	M	F	Description
					server switchover
ICON_ETIME	timestamp				The timestamp when ICON shut down.
DSCONN_ETIME	timestamp				The timestamp when the data source server disconnected.
FEVENT_ITIME	timestamp				The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	timestamp				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	varchar(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).
FEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	integer				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	timestamp				The timestamp

Column	Data Type	P	M	F	Description
					of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	timestamp				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	varchar(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	integer				The UTC-equivalent value of the LEVENT_DSTIME field.
NODATA_IUTC	integer				The UTC equivalent of the ICON timestamp in situations in which no data is received during a predefined time interval. The value of the time interval is 5 minutes.

Column	Data Type	P	M	F	Description
ICON_DBID_PRIM	integer				The DBID of the Primary ICON. Currently not used (reserved).
DS_VERSION	varchar(255)				Reserved
CFG_SERVER	varchar(255)				Reserved
R_CREATE_DBLT	timestamp				The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	timestamp				The timestamp of record update when event data changes (IDB local time).
R_CREATE_UTC	integer				The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	integer				The UTC-equivalent value of the R_UPDATE_DBLT field when event data changes.
EXT_INT1	bigint				Reserved
EXT_INT2	bigint				Reserved
EXT_INT3	bigint				Reserved
EXT_VCH1	varchar(255)				Reserved
EXT_VCH2	varchar(255)				Reserved
EXT_VCH3	varchar(255)				Reserved

Table G_DSS_GCC_PROVIDER

The control table for the `gcc` role, which stores interaction-related and party-related information. The data sources are T-Server and Interaction Server.

> **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
DSS_ID	integer	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	integer	X	X		The DBID of the ICON instance that created this record.
DS_DBID	integer				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	integer				The DBID of the primary data source server (if

Column	Data Type	P	M	F	Description
					defined in the Configuration Layer).
DS2_DBID	integer				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	integer				The type of data source server: • 1—T-Server • 2—Interaction Server
ICON_STIME	timestamp				The timestamp when ICON was started.
DSCONN_STIME	timestamp				The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	timestamp				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	integer				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	integer				The type of connection: • 1—First connection

Column	Data Type	P	M	F	Description
					• 2—Reconnect • 3—Data source server restart (when possible) • 4—Switch reconnection (when possible) • 5—Switchover (when possible)
ICON_ETIME	timestamp				The timestamp when ICON shut down.
DSCONN_ETIME	timestamp				The timestamp when the data source server disconnected.
FEVENT_ITIME	timestamp				The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	timestamp				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	varchar(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).

Column	Data Type	P	M	F	Description
FEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	integer				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	timestamp				The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	timestamp				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	varchar(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	integer				The UTC-equivalent value of the LEVENT_DSTIME field.

Column	Data Type	P	M	F	Description
NODATA_IUTC	integer				The UTC equivalent of the ICON timestamp in situations in which no data is received during a predefined time interval. The value of the time interval is 5 minutes.
ICON_DBID_PRIM	integer				The DBID of the Primary ICON. Currently not used (reserved).
DS_VERSION	varchar(255)				Reserved
CFG_SERVER	varchar(255)				Reserved
R_CREATE_DBLT	timestamp				The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	timestamp				The timestamp of record update when event data changes (IDB local time).
R_CREATE_UTC	integer				The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	integer				The UTC-equivalent value of the R_UPDATE_DBLT field when event data changes.
EXT_INT1	bigint				Reserved
EXT_INT2	bigint				Reserved
EXT_INT3	bigint				Reserved
EXT_VCH1	varchar(255)				Reserved
EXT_VCH2	varchar(255)				Reserved
EXT_VCH3	varchar(255)				Reserved

Table G_DSS_GLS_PROVIDER

The control table for the `gls` role, which stores data that pertains to agent states and agent login sessions. The data sources are T-Server and Interaction Server.

> **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
DSS_ID	integer	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	integer	X	X		The DBID of the ICON instance that created this record.
DS_DBID	integer				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	integer				The DBID of the primary data source server (if

Column	Data Type	P	M	F	Description
					defined in the Configuration Layer).
DS2_DBID	integer				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	integer				The type of data source server: • 1—T-Server • 2—Interaction Server
ICON_STIME	timestamp				The timestamp when ICON was started.
DSCONN_STIME	timestamp				The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	timestamp				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	integer				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	integer				The type of connection: • 1—First connection

Column	Data Type	P	M	F	Description
					• 2—Reconnect • 3—Data source server restart (when possible) • 4—Switch reconnection (when possible) • 5—Switchover (when possible)
ICON_ETIME	timestamp				The timestamp when ICON shut down.
DSCONN_ETIME	timestamp				The timestamp when the data source server disconnected.
FEVENT_ITIME	timestamp				The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	timestamp				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	varchar(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).

Column	Data Type	P	M	F	Description
FEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	integer				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	timestamp				The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	timestamp				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	varchar(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	integer				The UTC-equivalent value of the LEVENT_DSTIME field.

Column	Data Type	P	M	F	Description
NODATA_IUTC	integer				The UTC equivalent of the ICON timestamp in situations in which no data is received during a predefined time interval. The value of the time interval is 5 minutes.
ICON_DBID_PRIM	integer				The DBID of the Primary ICON. Currently not used (reserved).
DS_VERSION	varchar(255)				Reserved
CFG_SERVER	varchar(255)				Reserved
R_CREATE_DBLT	timestamp				The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	timestamp				The timestamp of record update when event data changes (IDB local time).
R_CREATE_UTC	integer				The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	integer				The UTC-equivalent value of the R_UPDATE_DBLT field when event data changes.
EXT_INT1	bigint				Reserved
EXT_INT2	bigint				Reserved
EXT_INT3	bigint				Reserved
EXT_VCH1	varchar(255)				Reserved
EXT_VCH2	varchar(255)				Reserved
EXT_VCH3	varchar(255)				Reserved

Table G_DSS_GOS_PROVIDER

The control table for the gos role, which stores data that pertains to outbound calls and campaigns. The data source is Outbound Contact Server (OCS).

> **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
DSS_ID	integer	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	integer	X	X		The DBID of the ICON instance that created this record.
DS_DBID	integer				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	integer				The DBID of the primary data source server (if

Column	Data Type	P	M	F	Description
					defined in the Configuration Layer).
DS2_DBID	integer				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	integer				The type of data source server: *3 = OCS Server.
ICON_STIME	timestamp				The timestamp when ICON was started.
DSCONN_STIME	timestamp				The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	timestamp				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	integer				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	integer				The type of connection: • 1—First connection • 2—Reconnect • 3—Data source server

Column	Data Type	P	M	F	Description
					restart (when possible) • 4—Switch reconnection (when possible) • 5—Switchover (when possible)
ICON_ETIME	timestamp				The timestamp when ICON shut down.
DSCONN_ETIME	timestamp				The timestamp when the data source server disconnected.
FEVENT_ITIME	timestamp				The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	timestamp				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	varchar(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).
FEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the first stored event

Column	Data Type	P	M	F	Description
					on the connection.
FEVENT_DSUTC	integer				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	timestamp				The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	timestamp				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	varchar(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	integer				The UTC-equivalent value of the LEVENT_DSTIME field.
NODATA_IUTC	integer				The UTC equivalent of the ICON timestamp in situations in

Column	Data Type	P	M	F	Description
					which no data is received during a predefined time interval. The value of the time interval is 5 minutes.
ICON_DBID_PRIM	integer				The DBID of the Primary ICON. Currently not used (reserved).
DS_VERSION	varchar(255)				Reserved
CFG_SERVER	varchar(255)				Reserved
R_CREATE_DBLT	timestamp				The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	timestamp				The timestamp of record update when event data changes (IDB local time).
R_CREATE_UTC	integer				The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	integer				The UTC-equivalent value of the R_UPDATE_DBLT field when event data changes.
EXT_INT1	bigint				Reserved
EXT_INT2	bigint				Reserved
EXT_INT3	bigint				Reserved
EXT_VCH1	varchar(255)				Reserved
EXT_VCH2	varchar(255)				Reserved
EXT_VCH3	varchar(255)				Reserved

Table G_DSS_GUD_PROVIDER

The control table for the gud role, which stores data that pertains to attached data associated with interactions. The data sources are T-Server and Interaction Server.

> ## 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
DSS_ID	integer	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	integer	X	X		The DBID of the ICON instance that created this record.
DS_DBID	integer				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	integer				The DBID of the primary data source server (if

Column	Data Type	P	M	F	Description
					defined in the Configuration Layer).
DS2_DBID	integer				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	integer				The type of data source server: • 1—T-Server • 2—Interaction Server
ICON_STIME	timestamp				The timestamp when ICON was started.
DSCONN_STIME	timestamp				The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	timestamp				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	integer				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	integer				The type of connection: • 1—First connection

Column	Data Type	P	M	F	Description
					• 2—Reconnect • 3—Data source server restart (when possible) • 4—Switch reconnection (when possible) • 5—Switchover (when possible)
ICON_ETIME	timestamp				The timestamp when ICON shut down.
DSCONN_ETIME	timestamp				The timestamp when the data source server disconnected.
FEVENT_ITIME	timestamp				The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	timestamp				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	varchar(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).

Column	Data Type	P	M	F	Description
FEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	integer				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	timestamp				The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	timestamp				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	varchar(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	integer				The UTC-equivalent value of the LEVENT_DSTIME field.

Column	Data Type	P	M	F	Description
NODATA_IUTC	integer				The UTC equivalent of the ICON timestamp in situations in which no data is received during a predefined time interval. The value of the time interval is 5 minutes.
ICON_DBID_PRIM	integer				The DBID of the Primary ICON. Currently not used (reserved).
DS_VERSION	varchar(255)				Reserved
CFG_SERVER	varchar(255)				Reserved
R_CREATE_DBLT	timestamp				The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	timestamp				The timestamp of record update when event data changes (IDB local time).
R_CREATE_UTC	integer				The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	integer				The UTC-equivalent value of the R_UPDATE_DBLT field when event data changes.
EXT_INT1	bigint				Reserved
EXT_INT2	bigint				Reserved
EXT_INT3	bigint				Reserved
EXT_VCH1	varchar(255)				Reserved
EXT_VCH2	varchar(255)				Reserved
EXT_VCH3	varchar(255)				Reserved

Active Call and Active Interaction Schema

The tables in this schema contain data regarding calls and interactions that are currently active. When ICON detects a new call or interaction, it adds a new record to the corresponding table. When a call or interaction is terminated by ICON, the record for that call or interaction is deleted from the table.

To resolve stuck calls and interactions efficiently, the data in these tables is read whenever ICON starts. At that time, all calls and interactions still in the tables are marked as terminated, which also removes them from the Active Call and Active Interaction tables.

Active Call and Active Interaction Schema Diagram

Active Call and Active Interaction Data Model Diagram View Large

List of Tables

Table	Description
G_CALL_ACTIVE	This table contains information regarding the latest state of the interaction, according to information received from either the T-Server or Interaction

Table	Description
	Server applications.
G_IR_ACTIVE	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.

List of Indexes

Table	Index Name	U	C
G_CALL_ACTIVE	IDX_G_CALL_A_CID	X	
G_IR_ACTIVE	IDX_G_IR_A_IRID	X	

List of References

No references defined.

Table G_CALL_ACTIVE

This table contains information regarding the latest state of the interaction, according to information received from either the T-Server or Interaction Server applications.

> ## 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	bigint	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	varchar(50)		X		The unique ID of the interaction. The IxnGUID.
ParentCallID	varchar(50)				The ID of the parent interaction. This is primary call UUID for consultation call interactions.
MergeCallID	varchar(50)				The actual call UUID of a target call, in a conference or a

Column	Data Type	P	M	F	Description
					transfer interaction. This value may differ from that in the ParentCallID field. This value will be unspecified for multimedia interactions.
MergeType	integer				The type of the link between this interaction and the parent interaction. This value will be unspecified for multimedia interactions. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 30
ConnID	varchar(50)				The current connection ID. This value will be unspecified for multimedia interactions.
ConnIDnum	numeric(20)				The numeric representation of the connection ID. This value will be unspecified for multimedia interactions.
SwitchCallID	integer				The switch-specific call ID. This value will be unspecified for multimedia interactions.

Column	Data Type	P	M	F	Description
IRID	varchar(50)				The reference to the entry in the interaction segments hierarchy (G_IR table).
RootIRID	varchar(50)				A reference to the first interaction segment in the interaction hierarchy (G_IR table).
State	integer				The call state. One of the following values: • 0—unknown–Reserved. • 1—active–The interaction is active. • 2—terminated–The interaction has been terminated. #DICTIONARY TYPE 4
CallType	integer				The interaction's type. One of the following values: • 0—unknown–Reserved for cases when ICON is unable to determine the interaction's type • 1—internal • 2—inbound • 3—outbound • 4—consult

Column	Data Type	P	M	F	Description
					#DICTIONARY TYPE 5
MediaType	integer				The media type of this interaction. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine media type. • 1—Voice. • 2—Email. • 3—Chat. • 1000—Open Media. #DICTIONARY TYPE 6
SwitchID	integer				The DBID of the Switch. This value will be unspecified for interactions originating from Interaction Server.
TenantID	integer				The DBID of the Tenant.
CallANI	varchar(50)				The Automatic Number Identification, as reported by the T-Server.
CallDNIS	varchar(50)				The directory number to which the call was made, the DNIS, as reported by the T-Server. This value will be

Column	Data Type	P	M	F	Description
					empty for multimedia interactions.
Created	timestamp		X		The GMT-equivalent date and time when the interaction was initiated, as reported by T-Server or Interaction Server.
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	timestamp				The GMT-equivalent date and time when the interaction was terminated.
Terminated_ts	integer				The UTC-equivalent value of the 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

Column	Data Type	P	M	F	Description
					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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000—open media), the stored string is the name of the media type. For example, fax.
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	bigint				Reserved
GSYS_EXT_INT2	bigint				A flag

Column	Data Type	P	M	F	Description
					indicating stuck calls: • 0—Indicates that the interaction should not be marked as stuck. ICON records this value upon start of call termination to prevent marking calls as stuck and to complete the processing of the interaction following the recording of related userdata in IDB. • 1—Indicates an interaction that has been determined as stuck. • NULL—The value before the processing of call termination begins.

Table G_IR_ACTIVE

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.

> **Tip**
>
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>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	bigint	X	X		The unique, autonumbered ID of this record. This is the primary key.
IRID	varchar(50)		X		The Interaction Record ID. This is a unique ID assigned either by ICON for the interaction segment or interaction hierarchy for a single site call, or by a merge procedure for the interaction hierarchy for a multi-site call.
State	integer		X		The interaction

Column	Data Type	P	M	F	Description
					record state. One of the following values: • 0—unknown–Reserved. • 1—active–The interaction segment corresponds to an active call. • 2—terminated–The interaction segment corresponds to a terminated call or an updated interaction hierarchy after a merge. #DICTIONARY TYPE 7
ParentIRID	varchar(50)				A reference to the parent IRID. This is assigned as the result of a call merge operation (for example, a transfer or a conference).
ParentLinkType	integer				Reserved. This field holds a value of 0 in the current interaction hierarchy model. #DICTIONARY TYPE: 11
RootCallID	varchar(50)		X		This is used for local calls. It is a reference to the call for

Column	Data Type	P	M	F	Description
					which this record was initiated. If this is the result of a merge procedure, an interaction record is created where this value refers to the first call in an interaction hierarchy.
RootIRID	varchar(50)				A reference to the first record in an interaction hierarchy. The value is updated by a merge procedure.
MergeState	integer				This is the result of a merge procedure execution. One of the following values: • 1—Not_processed–The record was not processed by a merge procedure. • 2—Incomplete–The merge is in a pending state; not all of the data is available for the merge. • 3—Complete–The merge is complete; the interaction details hierarchy

Column	Data Type	P	M	F	Description
					can be used for analysis. **Note:** The Merge procedure does not process records in G_CALL_ACTIVE or G_IR_ACTIVE tables. While the record remains in one of those tables, the MergeState = 1, and GSYS_EXT_INT2 = null. #DICTIONARY TYPE 23
Created	timestamp		X		The GMT-equivalent date and time when the record was initiated.
Created_ts	integer				The UTC-equivalent of the value of the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.
Terminated	timestamp				The GMT-equivalent time when the record was terminated.
Terminated_ts	integer				The UTC-equivalent of the value of the TERMINATED field.
Terminated_tcode	integer				A reference, derived from the value of the

Column	Data Type	P	M	F	Description
					TERMINATED_TS field, to 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 that is 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.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				If the record was created as a result of Multimedia event processing and the information about the parent interaction ID was provided by a Multimedia Interaction

Column	Data Type	P	M	F	Description
					Server, but no related record in IDB was detected (for example, because old records were purged), this field contains the parent interaction ID.
GSYS_EXT_VCH2	varchar(255)				A flag indicating stuck interactions: • 1—Indicates an interaction that is determined to be a stuck interaction.
GSYS_EXT_INT1	bigint				A flag indicating the source of the interaction: • 1—Indicates a multimedia interaction originating from a Genesys Interaction Server. • `null`—Indicates a voice interaction originating from Genesys T-Server TEvent processing.
GSYS_EXT_INT2	bigint				Can be set by the gsysIRMerge procedure during

Column	Data Type	P	M	F	Description
					interaction merge execution, to one of the following values: • null—Interaction has not yet been merged. • 0—Single-site interaction. • 1—Inter-site interaction, whose parts reside in several IDBs. ICON also places a corresponding record in the GSYS_DNPREMOTELOCATIO table.
GSYS_MSEQ	bigint				The sequence number that is assigned by the merge procedure.
GSYS_MSEQ_TS	timestamp				The timestamp that is assigned by the merge procedure.

Virtual Queue History Schema

The single table in this schema captures timestamps from Universal Routing Server (URS) related to virtual queues (VQs).

> ### Important
> This functionality requires URS release 8.1.100.08 or higher.

Virtual Queue History Schema Diagram

Virtual Queue History Data Model
Diagram View Large

List of Tables

Table	Description
G_ROUTE_RES_VQ_HIST	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 or Interaction Server

Table	Description
	application.

List of Indexes

Table	Index Name	U	C
G_ROUTE_RES_VQ_HIST	IDX_G_R_RES_VQ_H	X	

List of References

No references defined.

Table G_ROUTE_RES_VQ_HIST

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 or Interaction Server application.

> ## Tip
>
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Column List

Legend

Column	Data Type	P	M	F	Description
ID	bigserial	X	X		The unique, autonumbered ID of the record. This is the primary key. Autonumbering is controlled by the RDBMS.
PartyID	varchar(50)		X		The ID of the party that is associated with the routing point/strategy.
CallID	varchar(50)		X		The unique ID of the interaction.
VQID	varchar(50)		X		Uniquely identifies each virtual queue record, as it is

Column	Data Type	P	M	F	Description
					reported by URS in attached user data.
VQSeq	integer		X		Local VQ sequence of VQ associated with the PARTY of type RoutingPoint/ Strategy, numbered sequentially from 0 to N - 1, where *N* is the last VQ reported by URS, related to specific Route Result.
Added	timestamp		X		The GMT-equivalent date and time of the record, based on time provided by T-Server/ Interaction Server in notification events.
Added_ts	integer				The UTC-equivalent of the value of the ADDED field.
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

Column	Data Type	P	M	F	Description
					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.
GSYS_SEQ	bigint				The non-unique sequence number of the statements to be inserted into the database.
GSYS_USEQ	bigint				Reserved.
GSYS_TS	timestamp				Reserved for future use.
GSYS_TC	integer				Reserved for future use.
GSYS_EXT_VCH1	varchar(255)				Reserved for future use.
GSYS_EXT_VCH2	varchar(255)				Reserved for future use.
GSYS_EXT_VCH3	varchar(255)				Reserved for future use.
GSYS_EXT_VCH4	varchar(255)				Reserved for future use.
GSYS_EXT_INT1	integer				Reserved for future use.
GSYS_EXT_INT2	integer				Reserved for future use.
GSYS_EXT_INT3	integer				Reserved for future use.
GSYS_EXT_INTEGER	integer				Reserved for future use.

Appendix: G_Dictionary Values

This appendix lists the possible values for the dictionary types defined in the G_DICT_TYPE table. For each dictionary type (G_DICT_TYPE.DTYPE), this appendix provides the values of G_DICTIONARY.DID and G_DICTIONARY.DVALUE, which are populated when IDB is initialized or upgraded.

Call History Change Type (1)

Party History Change Type (2)

IR History Change Type (3)

Call States (4)

Call Types (5)

Call Media Types (6)

IR States (7)

Local Connection State (8)

Party Type (9)

Party Role (10)

Parent Party Link Type (11)

Session Endpoint Type (12)

Agent State History Type (13)

Agent State History Cause (14)

Agent State History Condition (15)

Agent State History State (16)

Agent State History Pending State (17)

Agent State History WORKMODE (18)

Attached Data Change Type (19)

Attached Data Source (20)

ISLink Current State (21)

ISLink History Change Type (22)

ISLink Merge State (23)

Configuration History Tables Status (24)

HA_CONTROL Status (25)

PROV_CONTROL Provider Tag IDs (26)

ISLink Type (27)

Route Result (28)

Route Target Type (29)

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Log Message Priority (32)

Log Message Category (33)

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OCS Event Cause (75)

OCS Chain States (76)

OCS Metric Types (77)

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Login Session State (81)

Association Between Login Session and End Point State (82)

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Virtual Queue State Cause (85)

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Switch Type (501)

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DN Type (505)

Application Type (506)

DN Group Type (508)

Object Flag (509)

Script Type (513)

Action Code Type (514)

Table Access Type (515)

Field Data Type (516)

Field Type (517)

GCTI Call State (518)

Treatment Action Code (519)

Treatment Call Action Code (520)

Campaign Group Dialing Mode (521)

Campaign Group Operation Mode (522)

Campaign Group Optimization Method (523)

IVR Type (524)

Object Type (528)

Group Type (540)

GCTI Record Type (543)

GCTI Record Status (544)

GCTI Contact Type (545)

DN Register Flag (555)

Enumerator Type (556)

Dictionary Types and Values

Call History Change Type (DTYPE=1)

- 1 call_created
- 2 call_terminated
- 3 call_merged
- 4 call_trfailed

Party History Change Type (DTYPE=2)

- 1 party_created
- 2 party_terminated
- 3 party_statechanged
- 4 party_fsmerror
- 5 party_fsm2error

IR History Change Type (DTYPE=3)

- 1 ir_created
- 2 ir_terminated
- 3 ir_merged

Call States (DTYPE=4)

- 0 unknown

- 1 active
- 2 terminated

Call Types (DTYPE=5)

- 0 unknown
- 1 internal
- 2 inbound
- 3 outbound
- 4 consult

Call Media Types (DTYPE=6)

- 0 unknown
- 1 voice
- 2 email
- 3 chat
- 1000 open media

IR States (DTYPE=7)

- 0 unknown
- 1 active
- 2 terminated

Local Connection State (DTYPE=8)

- 0 unknown
- 1 initiated
- 2 alerting
- 3 connected
- 4 hold
- 5 queued
- 6 fail

Party Type (DTYPE=9)

- 0 unknown
- 1 internal
- 2 external
- 3 place
- 4 iqueue
- 5 iworkbin
- 6 strategy

Party Role (DTYPE=10)

- 0 unknown
- 1 observer

Parent Party Link Type (DTYPE=11)

- 0 unknown
- 1 consultation
- 2 transfer
- 3 conference
- 4 divert
- 5 route (reserved for future use)

Session Endpoint Type (DTYPE=12)

- 1 agent_dn
- 2 queue
- 3 media

Agent State History Type (DTYPE=13)

- -1 unknown
- 0 normal
- 5 state

- 6 pending_state
- 7 add_party
- 8 rem_party
- 9 state_forced
- 10 pending_forced
- 11 reason

Agent State History Cause (DTYPE=14)

- 0 nocause
- 1 normal
- 2 forced_pause
- 3 forced_transition
- 4 autowork

Agent State History Condition (DTYPE=15)

- 0 nocondition
- 1 normal
- 2 forced_by_another_device
- 3 forced_by_pending_state
- 4 forced_by_connection_info

Agent State History State (DTYPE=16)

- 0 null
- 1 login
- 2 notready
- 3 ready
- 4 acw
- 5 busy
- 6 unknown

Agent State History Pending State (DTYPE=17)

- null
- 2 notready
- 3 ready
- 4 acw

Agent State History WORKMODE (DTYPE=18)

- 0 unknown
- 1 manualin
- 2 autoin
- 3 aftercallwork
- 4 auxwork
- 6 walkaway
- 7 returnback

Attached Data Change Type (DTYPE=19)

- 1 created
- 2 added
- 3 updated
- 4 deleted
- 5 terminated

Attached Data Source (DTYPE=20)

- 1 userdata
- 2 reasons
- 3 extensions
- 4 attributes
- 5 mcr_workbin

ISLink Current State (DTYPE=21)

- 0 unknown
- 1 active
- 2 terminated
- 3 failed

ISLink History Change Type (DTYPE=22)

- 0 unknown
- 1 added
- 2 moved
- 3 deleted

ISLink Merge State (DTYPE=23)

- 1 not_processed
- 2 incomplete
- 3 complete

Configuration History Tables Status (DTYPE=24)

- 0 unknown
- 1 active
- 2 inactive
- 10 syncinprogress

HA_CONTROL Status (DTYPE=25)

- 0 unknown
- 1 running
- 2 stopped

PROV_CONTROL Provider Tag IDs (DTYPE=26)

- 0 unknown
- 1 gcc
- 2 gls
- 3 gud
- 4 gos
- 5 cfg

ISLink Type (DTYPE=27)

- 0 bidirectional
- 1 unidirectional
- 2 source
- 3 target

Route Result (DTYPE=28)

- 0 unknown
- 1 success
- 2 failure
- 102 distributed_to_default
- 103 routed_by_switch
- 105 other_reasons
- 133 ixn_server_timeout
- 134 ixn_taken_out

Route Target Type (DTYPE=29)

- 0 agent
- 1 agent_place
- 2 agent_group
- 3 place_group
- 4 route_point
- 5 queue

- 6 queue_group
- 7 switch
- 8 reg_dn
- 9 campaign
- 10 campaign_group
- 11 calling_list
- 12 campaign_calling_list
- 13 tenant
- 14 staging_area
- 15 routing_strategy
- 100 default
- 101 destination_label
- 102 persistent_queue
- 103 workbin

Call Control Event (DTYPE=30)

- -1 unknown
- 0 bridged
- 1 connection_cleared
- 2 delivered
- 3 established
- 4 failed
- 5 held
- 6 offered
- 7 originated
- 8 queued
- 9 retrieved
- 10 service_initiated
- 11 transferred
- 12 conferenced
- 13 diverted

Call Control Event Cause (CCEVENTCAUSE) (DTYPE=31)

- 0 unknown
- 1 busy
- 2 conference
- 3 distributed
- 4 distribution_delay
- 5 entering_distribution
- 6 normal
- 7 redirected
- 8 single_step_conference
- 9 single_step_transfer
- 10 transfer
- 11 networkSignal
- 12 dropped
- 13 conference_pending
- 14 transfer_pending

Log Message Priority (DTYPE=32)

- 0 unknown
- 1 debug
- 2 information
- 3 interaction
- 4 error
- 5 alarm

Log Message Category (DTYPE=33)

- 0 default
- 1 alarm
- 2 audit

Log Message Origin (DTYPE=34)

- 0 connection
- 1 communication
- 2 application
- 3 external
- 4 management
- 5 logcontrol

Campaign State (DTYPE=71)

- null terminated
- 1 loaded
- 2 started
- 3 unloading

System Reasons to Campaign Termination (DTYPE=73)

- null normal
- 1 disconnect
- 2 internal_error
- 3 register

OCS Event Cause (DTYPE=75)

- 0 CampGrNormal
- 1 CampGrConfigurationChanged
- 2 CampGrLCASignal
- 3 CampGrUnloadForcedCfgChanged
- 4 CampGrUnloadForcedLCASignal
- 5 CampGrUnloadForcedCliReq
- 6 CampGrLoadsAsSequenceItem
- 7 CampGrItemStartTimeElapsed
- 8 CampGrItemContactsReached
- 9 CampGrItemDialsReached
- 10 CampGrItemEndTimeReached
- 11 CampGrAgentsAvailable
- 12 CampGrNoAgentsAvailable
- 13 CampGrPortsAvailable
- 14 CampGrNoPortsAvailable
- 15 CampGrRecordsAvailable
- 16 CampGrNoRecordsAvailable
- 17 CampGrCPDAvailable
- 18 CampGrNoCPDAvailable
- 19 ChainNormal

- 20 ChainRetrievedFromDB
- 21 ChainCampaignUnloaded
- 22 ChainDoNotCall
- 23 ChainCancelled
- 24 ChainRejected
- 25 ChainIsEmpty
- 26 ChainFilterModified
- 27 ChainNoMoreTreatments
- 28 ChainInternalError
- 29 ChainOutOfBoundaries
- 30 ChainPriorityZero
- 31 ChainGoalReached
- 32 ChainMaxAttemptsReached
- 33 ChainUnloadedByTreatment
- 34 ChainConfigurationChanged
- 35 ChainUnknownDNTransfer
- 36 ChainWrongTransfer
- 37 ChainCallbackToContinue
- 38 ChainReschedToContinue

- 39 ChainRecordAdded
- 40 ChainTreatmentApplied
- 41 ChainInDoNotCallList
- 42 ChainDoNotCallRequested
- 43 ChainCancelRequested
- 44 ChainRejectRequested
- 45 ChainEventRecordProcessed
- 46 ChainDialerReleased
- 47 ChainDialerError
- 48 ChainForceUnloadStale
- 49 ChainOverflown
- 50 ChainRemoteRelease
- 51 ChainStaleTimeout
- 52 ChainCallResultReceived
- 53 ChainProcessingDone
- 54 ChainEventUpdateCallCompStats
- 55 ChainEventRecordReschedule
- 56 ChainCallProgressReceived

OCS Chain States (DTYPE=76)

- 0 null
- 1 scheduled
- 2 processing
- 3 processed

OCS Metric Types (DTYPE=77)

- 0 GOMetricTypeUndefined
- 1 GOMetricTotalRecsPerList
- 2 GOMetricTotalRecsPerCampGr
- 3 GOMetricTotalChainsPerList
- 4 GOMetricTotalChainsPerCampGr
- 5 GOMetricCurrRecsNotProcPerList

- 6 GOMetricCurrRecsNotProcPerCampGr
- 7 GOMetricCurrChainsNotProcPerList
- 8 GOMetricCurrChainsNotProcPerCampGr
- 9 GOMetricCurrUsedPortsPerCampGr
- 10 GOMetricCurrUsedEngPortsPerCampGr
- 11 GOMetricDetailCallsOverdialed
- 12 GOMetricTimeOutboundCallDialing
- 13 GOMetricTimeOutboundCallTransfer
- 14 GOMetricTimeOutboundCallCPD

DND Feature State (DTYPE=80)

- 0 clear
- 1 set

Login Session State (DTYPE=81)

- 0 terminated
- 1 active

Association Between Login Session and End Point State (DTYPE=82)

- 0 terminated
- 1 active

Flag of HW Reason Code (DTYPE=83)

- 0 false
- 1 true

Possible System Reasons in Login Sessions (DTYPE=84)

- -1 unknown
- 0 normal (null could be reported)
- 1 stuck

- 2 device
- 3 agent
- 4 cleanup
- 5 register
- 6 disconnect

Virtual Queue State Cause (DTYPE=85)

- 1 normal
- 2 abandoned
- 3 stuck
- 101 routed_in_parallel_vq
- 102 routed_to_default
- 103 routed_by_switch
- 104 execute_clear_target
- 105 other
- 133 ixn_routing_to
- 134 ixn_taken_out

Call Merge Types (DTYPE=86)

- -1 unknown
- 0 bridge
- 11 transfer
- 12 conference

Reliability of Route Result (DTYPE=87)

- 0 unknown
- 1 ok
- 2 in the past

Type of Stop Processing Actor (DTYPE=88)

- 0 unknown

- 1 strategy
- 2 agent
- 3 place
- 4 media_server

Object State (DTYPE=500)

- 0 Unknown Object State
- 1 Enabled
- 2 Disabled

Switch Type (DTYPE=501)

- 0 Unknown Switch Type
- 1 Nortel Meridian 1
- 2 Rockwell Spectrum
- 3 Rockwell Galaxy
- 4 Nortel Communication Server 2000/2100
- 5 Avaya Communication Manager
- 6 Aspect CallCenter
- 7 Siemens Hicom 300E
- 8 Intecom IBX80
- 9 Ericsson MD110
- 10 Lucent 5ESS
- 11 Madge
- 12 NEC NEAX
- 13 Fujitsu F9600
- 14 Teltronics 20-20
- 15 WorldCom 800 Gateway
- 16 Siemens Hicom 150
- 17 Siemens Hicom 300 ACL-H3
- 18 Philips Sopho iS3000
- 19 EADS Telecom M6500 Succession
- 20 Siemens Hicom 150H
- 21 Ericsson ACP1000

- 22 Siemens GEC iSSDX
- 23 Alcatel A4400
- 24 Generic Switch
- 25 Delco ACD
- 26 Hitachi CX8000
- 27 LG Starex-ACS
- 28 Mitel SX-2000
- 29 Nortel Communication Server 1000 with SCCS/MLS
- 30 Siemens Hicom 150E
- 31 Siemens RealitisDX iCCL
- 32 Tadiran Coral
- 33 Voice over IP SMCP Switch
- 34 Virtual Switch for IVR In-Front
- 35 Internet Gateway
- 36 AT&T 800 ICP Gateway
- 37 Sprint SiteRP Gateway
- 38 Bell Canada (Stentor) ATF Gateway
- 39 Alcatel SCP Gateway
- 40 Bell Atlantic ISCP Gateway
- 41 Concert 800 Gateway
- 42 Alcatel DTAG SCP Gateway

- 43 KPN Network Gateway
- 44 Alcatel Telecom Italia SCP Gateway
- 45 Alcatel BT SCP Gateway
- 46 3511 Protocol Interface
- 47 DataVoice Dharma
- 48 Huawei C_C08
- 49 Avaya INDeX
- 50 Siemens Hicom 300H
- 51 Siemens HiPath 4000
- 52 Alcatel A4200
- 53 Tenovis Integral 33
- 54 Telera
- 55 NGSN
- 56 GenSpec
- 57 Voice Portal
- 58 K-Worker Gateway
- 59 Siemens Hicom 300
- 60 GenSpec XML
- 61 OPSI

- 62 Cisco Call Manager
- 63 Multimedia Switch
- 64 Verizon ISCP Gateway
- 65 Alcatel 5020 OPSI
- 66 Avaya IP Office
- 67 Mitel MN-3300
- 68 Samsung IP PCX IAP
- 69 Siemens HiPath 3000
- 70 eOn eQueue
- 71 Tenovis I55
- 72 SIP Switch
- 73 Digitro AXS/20
- 74 GVP DID Group
- 75 SIP Network Switch
- 76 NEC NEAX SV7000
- 77 Radvision iContact
- 78 Avaya TSAPI
- 79 Huawei NGN

Switch Link Type (DTYPE=502)

- 0 Unknown Link Type
- 1 Meridian Link 4
- 2 Meridian Link 5
- 3 Galaxy Link
- 4 Spectrum Link
- 5 SCAI 7
- 6 SCAI 8
- 7 Call Visor ASAI
- 8 Ethernet ASAI
- 9 Application Bridge 5
- 10 Application Bridge 6
- 11 CallBridge 2
- 12 CallBridge 3
- 13 OAI

- 14 Application Link
- 15 Pinnacle
- 16 Madge Link
- 17 NEC Link
- 18 Fujitsu Link
- 19 Host Interface Link
- 20 Workstation Interface Link
- 21 Gateway 01 Link
- 22 Application Connectivity Link 1.x
- 23 Application Connectivity Link 2.x
- 24 CallBridge ACL ISDN SO ISO
- 25 CallBridge ACL v.24 ISO
- 26 iS Link CSTA I
- 27 Matra Link CSTA II

- 28 Application Link CSTA 29 iCAT 2.3 ICCL 2
- 30 iCAT 3.x ICCL 3
- 31 Application Link CSTA I 32 Application Link CSTA II 33 Generic Link
- 34 SCAI 11
- 35 SCAI 12
- 36 SCAI 13
- 37 Application Bridge 7
- 38 CallBridge4

- 39 Delco ACD
- 40 Hitachi Cx8000
- 41 Starex Link
- 42 MiTai 7.3
- 43 Meridian Link Services Symposium
- 44 Application Connectivity Link CSTA
- 45 CallBridge DX
- 46 Coral Link

DN Route Type (DTYPE=504)

- 0 Unknown Route Type
- 1 Default
- 2 Label
- 3 Overwrite DNIS
- 4 DDD
- 5 IDDD
- 6 Direct
- 7 Reject
- 8 Announcement
- 9 Post Feature
- 10 Direct Agent
- 11 Use External Protocol
- 12 Get From DN
- 13 Default

- 14 Route
- 15 Direct
- 16 Re-Route
- 17 Direct UUI
- 18 Direct ANI
- 19 Direct No Token
- 20 DNIS Pooling
- 21 Direct DNIS and ANI
- 22 Direct Digits
- 23 Forbidden
- 24 ISCC defined protocol
- 25 PullBack
- 26 Direct Network Call ID

DN Type (DTYPE=505)

- 0 Unknown DN Type
- 1 Extension
- 2 ACD Position
- 3 ACD Queue
- 4 Routing Point
- 5 Virtual Queue
- 6 Virtual Routing Point
- 7 Voice Treatment Port

- 8 Voice Mail
- 9 Mobile Station
- 10 Call Processing Port
- 11 Fax
- 12 Modem
- 13 Music Port
- 14 Trunk
- 15 Trunk Group

- 16 Tie Line
- 17 Tie Line Group
- 18 Mixed
- 19 External Routing Point
- 20 Network Destination
- 21 Service Number
- 22 Routing Queue
- 23 Communication DN
- 24 E-mail Address

- 25 Voice over IP Port
- 26 Video over IP Port
- 27 Chat
- 28 CoBrowse
- 29 Voice over IP Service
- 30 Workflow
- 31 Access Resource
- 32 GVP DID

Application Type (DTYPE=506)

- 0 Unknown Application Type
- 1 T-Server
- 2 Stat Server
- 3 Billing Server
- 4 Billing Client
- 5 Agent Pulse
- 6 Voice Treatment Server
- 7 Voice Treatment Manager
- 8 Database Access Point
- 9 Call Concentrator
- 10 CPD Server
- 11 List Manager
- 12 Outbound Contact Server
- 13 Outbound Contact Manager
- 14 Campaign Configuration Environment
- 15 Universal Routing Server
- 16 Strategy Builder
- 17 Interaction Router Client
- 18 Agent Desktop
- 19 Configuration Manager
- 20 Call Center Pulse
- 21 Configuration Server
- 22 Third Party Application
- 23 Third Party Server

- 24 Strategy Simulator
- 25 Strategy Scheduler
- 26 DART Server
- 27 DART Client
- 28 Custom Server
- 29 External Router
- 30 Virtual Interactive-T
- 31 Virtual Routing Point
- 32 Database
- 33 Web Option
- 34 Detail Biller
- 35 Summary Biller
- 36 Network Overflow Manager
- 37 Backup Control Client
- 38 Data Sourcer
- 39 Data Modeling Assistant
- 40 IVR Server
- 41 I-Server
- 42 Message Server
- 43 Solution Control Server
- 44 Solution Control Interface
- 45 SNMP Agent
- 46 DB Server
- 47 WFM Client

- 48 WFM Data Aggregator
- 49 WFM Web Services
- 50 WFM Schedule Server
- 51 Interaction Routing Designer
- 52 ETL Proxy
- 53 Install-Time Configuration Utility
- 54 GVP-Voice Communication Server
- 55 GIM ETL
- 56 VSS Shared
- 57 VSS Console
- 58 Data Mart
- 59 Chat Server
- 60 Callback Server
- 61 Co-Browsing Server
- 62 SMS Server
- 63 Contact Server
- 64 E-Mail Server
- 65 MediaLink
- 66 Web Interaction Requests Server
- 67 Web Stat Server
- 68 Web Interaction Server
- 69 Web Option Route Server
- 70 Web Client
- 71 Contact Server Manager
- 72 Content Analyzer
- 73 Response Manager
- 74 Voice over IP Controller
- 75 Voice over IP Device
- 76 Automated Workflow Engine
- 77 High Availability Proxy
- 78 Voice over IP Stream Manager
- 79 Voice over IP DMX Server
- 80 Web API Server
- 81 Load Balancer
- 82 Application Cluster

- 83 Load Distribution Server
- 84 G-Proxy
- 85 Genesys Interface Server
- 86 GCN Delivery Server
- 87 GCN Client
- 88 IVR DirectTalk Server
- 89 GCN Thin Server
- 90 Classification Server
- 91 Training Server
- 92 Universal Callback Server
- 93 CPD Server Proxy
- 94 XLink Controller
- 95 Knowledge Worker Portal
- 96 WFM Server
- 97 WFM Builder
- 98 WFM Reports
- 99 WFM Web
- 100 Knowledge Manager
- 101 IVR Driver
- 102 IVR Library
- 103 LCS Adapter
- 104 Desktop .NET Server
- 105 Gplus Adapter for Siebel 7 Configuration Synchronization Component
- 106 Gplus Adapter for Siebel 7 Campaign Synchronization Component
- 107 Genesys Generic Server
- 108 Genesys Generic Client
- 109 Call Director
- 110 SIP Communication Server
- 111 Interaction Server
- 112 Genesys Integration Server
- 113 WFM Daemon
- 114 GVP Policy Manager
- 115 GVP Cisco Queue Adapter

- 116 GVP Text To Speech Server
- 117 GVP ASR Log Manager
- 118 GVP Bandwidth Manager
- 119 GVP Events Collector
- 120 GVP Cache Server
- 121 GVP ASR Log Server
- 122 GVP ASR Package Loader
- 123 GVP IP Communication Server
- 124 GVP 7.x Resource Manager
- 125 GVP SIP Session Manager
- 126 GVP Media Gateway
- 127 GVP Soft Switch
- 128 GVP Core Service
- 129 GVP Voice Communication Server
- 130 GVP Unified Login Server
- 131 GVP Call Status Monitor
- 132 GVP Reporter
- 133 GVP H.323 Session Manager
- 134 GVP ASR Log Manager Agent
- 135 GVP Genesys Queue Adapter
- 136 GVP IServer
- 137 GVP SCP Gateway
- 138 GVP SRP Server

- 139 GVP MRCP TTS Server
- 140 GVP CCS Server
- 141 GVP MRCP ASR Server
- 142 GVP Network Monitor
- 143 GVP OBN Manager
- 144 GVP SelfService Provisioning Server
- 145 GVP Media Control Platform
- 146 GVP Fetching Module
- 147 GVP Media Control Platform Legacy Interpreter
- 148 GVP Call Control Platform
- 149 GVP Resource Manager
- 150 GVP Redundancy Manager
- 151 GVP Media Server
- 152 GVP PSTN Connector
- 153 GVP Reporting Server
- 154 GVP SSG
- 155 GVP CTI Connector
- 156 Resource Access Point
- 157 Interaction Workspace
- 158 Advisors
- 159 ESS Extensible Services
- 160 Customer View

DN Group Type (DTYPE=508)

- 0 Unknown Group Type
- 1 Single Ports
- 2 ACD Queues
- 3 Routing Points
- 4 Network Ports
- 5 Service Numbers

Object Flag (DTYPE=509)

- 0 Unknown
- 1 False
- 2 True

Script Type (DTYPE=513)

- 1 Unknown Script Type
- 2 Data Collection
- 3 Enhanced Queuing
- 4 Simple Queuing
- 5 Simple Routing
- 6 Enhanced Routing
- 7 Voice Data
- 8 Outbound Campaign
- 9 Outbound Format
- 10 Outbound List
- 11 Outbound Filter
- 12 Outbound Treatment
- 13 Outbound Alert
- 14 Schedule
- 15 Alarm Detection
- 16 Alarm Reaction
- 17 VSS System Schema

- 18 VSS Shared Schema
- 19 VSS Server Schema
- 20 VSS Object
- 21 E-mail Acknowledge Receipt
- 22 Capacity Rule
- 23 Interaction Queue
- 24 Interaction Queue View
- 25 Interaction Workbin
- 26 Interaction Submitter
- 27 Interaction Snapshot
- 28 Business Process
- 29 Supervisor Data
- 30 Interaction Workflow Trigger
- 31 GVP Report
- 32 Outbound Schedule
- 33 ESS Dial Plan

Action Code Type (DTYPE=514)

- 0 Unknown Action Code Type
- 1 Inbound Call
- 2 Outbound Call
- 3 Internal Call
- 4 Transfer
- 5 Conference
- 6 Login
- 7 Logout

- 8 Ready

- 9 Not Ready

- 10 Busy On

- 11 Busy Off

- 12 Forward On

- 13 Forward Off

Table Access Type (DTYPE=515)

- 0 Unknown Table Type

- 1 Calling List

- 2 Log Table

- 3 ANI

- 4 LATA

- 5 NPA

- 6 NPA-NXX

- 7 State Code

- 8 Info Digits

- 9 Country Code

- 10 Customer Defined Table

- 11 Do Not Call List

- 12 E-mail Contact List

Field Data Type (DTYPE=516)

- 0 Unknown Data Type

- 1 int

- 2 float

- 3 char

- 4 varchar

- 5 datetime

Field Type (DTYPE=517)

- 0 Unknown Field Type

- 1 Record ID

- 2 Contact Info
- 3 Record Type
- 4 Record Status
- 5 Dialing Result
- 6 Number of Attempts
- 7 Scheduled Time
- 8 Call Time
- 9 From
- 10 To
- 11 Time Zone
- 12 Campaign
- 13 Agent
- 14 Chain
- 15 Number In Chain
- 16 User-Defined Field

- 17 ANI
- 18 LATA
- 19 NPA
- 20 NPA-NXX
- 21 State Code
- 22 Info Digits
- 23 Country Code
- 24 Contact Info Type
- 25 Group
- 26 Application
- 27 Treatments History
- 28 Media Reference
- 29 E-mail Subject
- 30 E-mail Template ID
- 31 Switch ID

GCTI Call State (DTYPE=518)

- 0 Ok
- 1 Transferred
- 2 Conferenced
- 3 General Error
- 4 System Error
- 5 Remote Release
- 6 Busy
- 7 No Answer
- 8 SIT Detected
- 9 Answering Machine Detected
- 10 All Trunks Busy
- 11 SIT Invalid Number
- 12 SIT VC (Vacant Code)
- 13 SIT IC (Intercept)
- 14 SIT Unknown Call State
- 15 SIT NC (No Circuit)
- 16 SIT RO (Reorder)
- 17 Fax Detected

- 18 Queue Full
- 19 Cleared
- 20 Overflowed
- 21 Abandoned
- 22 Redirected
- 23 Forwarded
- 24 Consult
- 25 Pickedup
- 26 Dropped
- 27 Dropped on No Answer
- 28 Unknown Call Result
- 29 Covered
- 30 Converse-On
- 31 Bridged
- 32 Silence
- 33 Answer
- 34 NU Tone
- 35 No Dial Tone

- 36 No Progress
- 37 No RingBack Tone
- 38 No Established Detected
- 39 Pager Detected
- 40 Wrong Party
- 41 Dial Error
- 42 Call Drop Error
- 43 Switch Error
- 44 No Port Available

- 45 Transfer Error
- 46 Stale
- 47 Agent CallBack Error
- 48 Group CallBack Error
- 49 Deafend
- 50 Held
- 51 Do Not Call
- 52 Cancel Record
- 53 Wrong Number

Treatment Action Code (DTYPE=519)

- 0 Unknown Action
- 1 No Treatment
- 2 Update all records in chain
- 3 Redial
- 4 Retry in
- 5 Retry at specified date
- 6 Next in chain
- 7 Next in chain after
- 8 Next in chain at specified date
- 9 Assign to Group
- 10 Mark as Agent Error
- 11 Reschedule
- 12 Delegate for processing
- 13 Execute SQL statement

Treatment Call Action Code (DTYPE=520)

- 0 Unknown Action Code
- 1 Connect
- 2 Drop
- 3 Mute Transfer
- 4 Transfer
- 5 Route

- 6 Play a message

- 7 Send a fax

- 8 Send a page

- 9 Send an e-mail

Campaign Group Dialing Mode (DTYPE=521)

- 0 Unknown Dialing Mode

- 1 Predictive

- 2 Progressive

- 3 Preview

- 4 Progressive with seizing

- 5 Predictive with seizing

- 6 Power

- 7 Power with seizing

- 8 Push Preview

- 9 Progress GVP

- 10 Predict GVP

- 11 Power GVP

Campaign Group Operation Mode (DTYPE=522)

- 0 Unknown Operation Mode

- 1 Manual

- 2 Scheduled

Campaign Group Optimization Method (DTYPE=523)

- 0 Unknown Optimization Criteria

- 1 Agent Busy Factor

- 2 Overdial Rate

- 3 Average Waiting Time

IVR Type (DTYPE=524)

- 0 Unknown IVR Type
- 1 Conversant
- 2 WVR for AIX
- 3 Syntellect Vocal Point
- 4 Syntellect Premier
- 5 Syntellect Vista
- 6 Voicetek
- 7 Agility
- 8 Meridian Integrated
- 9 Symposium Open
- 10 Edify
- 11 Brite
- 12 ShowNTel
- 13 Intervoice Brite
- 14 Periphonics VPS/is
- 15 Amerex
- 16 WVR for Windows
- 17 Genesys Voice Platform
- 18 MPS
- 19 Aspect CSS
- 20 Microsoft Speech Server
- 21 Other IVR Type
- 22 Envox

Object Type (DTYPE=528)

- 0 Unknown Object
- 1 Switch
- 2 DN
- 3 Person
- 4 Place
- 5 Agent Group
- 6 Place Group
- 7 Tenant
- 8 Solution
- 9 Application
- 10 Host
- 11 Switching Office
- 12 Script
- 13 Skill

- 14 Action Code
- 15 Agent Login
- 16 Transaction
- 17 DN Group
- 18 Statistical Day
- 19 Statistical Table
- 20 Application Template
- 21 Access Group
- 22 Folder
- 23 Field
- 24 Format
- 25 Table Access
- 26 Calling List
- 27 Campaign
- 28 Treatment
- 29 Filter
- 30 Time Zone
- 31 Voice Prompt
- 32 IVR Port
- 33 IVR
- 34 Alarm Condition
- 35 Business Attribute
- 36 Business Attribute Value
- 37 Objective Table
- 38 Campaign Group
- 39 GVP Reseller
- 40 GVP Customer
- 41 GVP IVR Profile
- 42 Scheduled Task
- 43 Role
- 44 Agent Login Info
- 45 DN Info

- 46 Service Info
- 47 Skill Level
- 48 Switch Access Code
- 49 DN Access Number
- 1017 Switch Access Code
- 1019 DN Access Number
- 1020 Application Rank
- 1021 Skill Level
- 1022 Agent Login Info
- 1023 DN Info
- 1024 Service Info
- 1025 Application Service Permission
- 1027 Sub code
- 1028 Interval Count
- 1029 Calling List Info
- 1030 Campaign Group Info
- 1031 Log Event
- 1032 Solution Component
- 1033 Cfg ID
- 1034 Cfg ACE
- 1035 Cfg ACL
- 1036 Server Host ID
- 1037 Server Version
- 1038 Connection Info
- 1040 Solution Component Definition
- 1041 Objective Table Record
- 1042 Update Package Record
- 1043 Library Link
- 1044 Object Resource
- 1045 Port Info
- 1046 Role Member

Group Type (DTYPE=540)

- 0 Unknown Group Type
- 1 Agent Group
- 2 Place Group
- 3 DN Group
- 4 Access Group

GCTI Record Type (DTYPE=543)

- 0 No Record Type
- 1 Unknown Record Type
- 2 General
- 3 Campaign Rescheduled
- 4 Personal Rescheduled
- 5 Personal CallBack
- 6 Campaign CallBack
- 7 No Call

GCTI Record Status (DTYPE=544)

- 0 No Record Status
- 1 Ready
- 2 Retrieved
- 3 Updated
- 4 Stale
- 5 Cancelled
- 6 Agent Error
- 7 Chain Updated
- 8 Missed CallBack
- 9 Chain Ready
- 10 Delegated

GCTI Contact Type (DTYPE=545)

- 0 No Contact Type
- 1 Home Phone
- 2 Direct Business Phone
- 3 Business With Extension
- 4 Mobile
- 5 Vacation Phone
- 6 Pager
- 7 Modem
- 8 Voice Mail
- 9 Pin Pager
- 10 E-Mail address
- 11 Instant Messaging

DN Register Flag (DTYPE=555)

- 0 Unknown Flag
- 1 False
- 2 True
- 3 On Demand

Enumerator Type (DTYPE=556)

- 0 Unknown
- 1 Interaction Operational Attribute
- 2 Role
- 3 Contact Attribute
- 4 Custom
- 5 GVP Master List
- 6 GVP Custom List
- 7 GVP Master Default
- 8 GVP Custom Default
- 9 GVP Alias