Interaction Concentrator Physical Data Model for a PostgreSQL Database

Table G_AGENT_STATE_RC

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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.

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.
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).