# Interaction Concentrator Physical Data Model for a PostgreSQL Database

Table G_CALL

12/19/2025

# 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.

> ## 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. 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.<br><br>#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:<br><br>• 0—unknown–Reserved.<br>• 1—active–The interaction is active.<br>• 2—terminated–The interaction has been terminated.<br><br>#DICTIONARY TYPE 4 |
| CallType | integer | | | | The interaction's type. One of the following values:<br><br>• 0—unknown–Reserved for cases when ICON is unable to determine the interaction's type.<br>• 1—internal<br>• 2—inbound<br>• 3—outbound<br>• 4—consult<br><br>#DICTIONARY TYPE 5 |
| MediaType | integer | | | | The media type |

| Column | Data Type | P | M | F | Description |
|---|---|---|---|---|---|
| | | | | | of this interaction. One of the following values: <br><br>• 0—Unknown. Reserved for when ICON is unable to determine media type.<br><br>• 1—Voice.<br><br>• 2—Email.<br><br>• 3—Chat.<br><br>• 1000—Open Media.<br><br>#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.<br><br>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:<br><br>• 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.<br><br>• 1—Indicates an interaction that has been determined as stuck.<br><br>• NULL—The value before the processing of call termination begins. |