Interaction Concentrator Physical Data Model for a PostgreSQL Database

Table G_CALL_ACTIVE

5/7/2025

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.